

Home and Community Based Services (HCBS) Provider Quality Self-Assessment

2022

Instructions

This form is required for organizations enrolled to provide HCBS Waiver or Habilitation services in section [II. Service Enrollment](#).

It is strongly recommended that organizations required to submit the annual Provider Quality Self-Assessment, review the full instructions, Frequently Asked Questions (FAQ), troubleshooting tips, and complete the training found [here](#).

The annual self-assessment process requires the completion of two separate documents. The Provider Quality Self-Assessment form is a fillable PDF and must remain in that format upon submission. It includes an electronic signature attesting that the information submitted is true, accurate, complete, and verifiable. The Address Collection Tool is a spreadsheet and should remain in that format upon submission. The attestation also covers information submitted on the Address Collection Tool. Organizations are responsible for ensuring signatory authority. The annual Provider Quality Self-Assessment training and corresponding Frequently Asked Questions (FAQ) addresses some common problems with completing and submitting the self-assessment and Address Collection Tool. Each organization is required to submit an acceptable self-assessment and corresponding Address Collection Tool by December 31 each year. Incomplete or inaccurate self-assessments, including Address Collection Tools, will not be accepted. Failure to submit a complete and accurate self-assessment by the December 31, will result in a referral to Iowa Medicaid's Program Integrity Unit for appropriate action, which may include sanctions and disenrollment from Iowa Medicaid.

Below is a brief explanation of each section of the Provider Quality Self-Assessment form. For full instructions, troubleshooting tips, and training on the annual Provider Quality Self-Assessment and corresponding Address Collection Tool, please click [here](#).

[I. Organizational Details](#). Identifies the organization submitting the forms.

[II. Service Enrollment](#). Identifies the programs and services your organization is enrolled to provide. If you are uncertain which services you are enrolled for, contact Iowa Medicaid [Provider Services](#) via email imeproviderservices@dhs.state.ia.us or contact your HCBS Specialist.

Please note that you are responsible for completing the self-assessment process for all programs your organization is enrolled to provide, regardless of whether these services are currently being provided. If you wish to disenroll from a service, please contact your HCBS Specialist.

[III. Self-Assessment Questionnaire](#). Provides an outline of all basic standards required by law, rule, industry standards, or best practice. You should read each standard, consider your organization's current situation, and select the most appropriate response.

Selecting Yes means your organization meets the standards and would be able to provide verifiable evidence of meeting the standard. You may meet the standard because you are required to by law or rule, organization policy or because your organization does so as best practice or because you are required to by another oversight entity outside of Iowa Medicaid.

Selecting No means your organization does not meet the standard but is required to by law, rule, or organization policy or the standard is otherwise necessary for the services your organization is enrolled to provide. If you select No, you must provide a response in the designated box describing your plan to meet the standard(s). A plan is sometimes also known as a "remediation plan", corrective action plan, or "CAP". It describes what the organization will do correct the problem with specific timelines for achieving compliance.

Selecting NA means the standard is not required by law, rule, or organization policy and is not otherwise necessary for the services your organization is enrolled to provided.

At the end of each topic, there is an opportunity for your organization to highlight how your organization meets or exceeds the requirements.

[IV. Guarantee of Accuracy](#). Identifies your organization's pertinent certifications, accreditations, and licensures. Typically, you would list certifications, accreditations, and licensures that make your organization eligible to enroll for and provide any services identified in [II. Service Enrollment](#). The [Guarantee of Accuracy](#) also requires your organization to attest that the information and responses are true, accurate, complete, and verifiable.

[V. Direct Support Professional Workforce Data Collection](#). Provides details about your direct service workforce.

The Address Collection Tool is not published on the Provider Quality Self-Assessment webpage with the other self-assessment documents and resources. A copy of the annual Address Collection Tool is emailed to organizations at the time the annual self-assessment is released each year using the email contacts provided on the previous year's self-assessment. If you did not receive this year's version of the Address Collection Tool, please contact your HCBS Specialist. The Address Collection Tool is a required component of the self-assessment.

Questions should be directed to the HCBS Specialist assigned to the county where the parent organization is located. For a complete list of Quality Improvement Organization (QIO) HCBS Quality Oversight Unit contacts and a list of HCBS Specialists by region, please click [here](#).

Links and Resources

- [Iowa Medicaid website](#)
- [Provider Quality Self-Assessment webpage](#)
- [Informational Letters](#)
- [Provider Services and Provider Enrollment](#)
- [Iowa's HCBS Settings Transition webpage](#)
- [Competency-Based Training and Technical Assistance for Long-Term Services and Supports](#)
- [Iowa Administrative Code and Rules \(IAC\)](#)
- [Iowa Code \(IC\)](#)
- [Code of Federal Regulations \(CFR\)](#)

I. ORGANIZATION DETAILS

Please identify your parent agency by providing the following information using the text entry fields below.

Employer ID Number (EIN) (9 digits):						4	7	2	0	9	6	4	4	6					
Associated NPI (list all): X000222090																			
Organization Name (as registered to EIN): Sass.illy Endeavors, Inc. dba: Comfort Keepers																			
Mailing Address:					1300 Metro E. Drive Ste. 110					Physical Address:					1300 Metro E. Drive Ste. 110				
City: Pleasant Hill			State: Ia		Zip: 50327			City: Pleasant Hill			State: Ia		Zip: 50327						
County: Polk							County: Polk												
Executive Director/Administrator: Shasta Gamble										Title: President									
Email: shasta@ckiowa.com										Telephone: 515-243-0011									
Self-Assessment Contact: Shasta Gamble										Title: President									
Email: shasta@ckowa.com										Telephone: 515-243-0011									
Organization Website: www.comfortkeepers.com																			

IOWA HHS

If the organization is completing one self-assessment for multiple agencies, identify below any affiliated agencies covered under this self-assessment. Please attach a separate document listing any additional agencies that do not fit in the available space below.

Agency Name	City	County	Associated NPI (list all)

II. SERVICE ENROLLMENT

Indicate each of the programs and corresponding services your organization is enrolled to provide regardless of whether these services are currently being provided.

**If your organization is not enrolled for any of the services in this section, you are not required to submit the annual Provider Quality Management Self-Assessment.*

	<input checked="" type="checkbox"/> AIDS/HIV Waiver	<input checked="" type="checkbox"/> BI Waiver
Services	<input type="checkbox"/> Adult Day Care <input checked="" type="checkbox"/> Agency Consumer-Directed Attendant Care (CDAC) <input type="checkbox"/> Counseling <input checked="" type="checkbox"/> Respite	<input type="checkbox"/> Adult Day Care <input type="checkbox"/> Behavior Programming <input checked="" type="checkbox"/> Agency CDAC <input type="checkbox"/> Family Counseling and Training <input type="checkbox"/> Interim Medical Monitoring and Treatment (IMMT) <input type="checkbox"/> Prevocational Services <input checked="" type="checkbox"/> Respite <input checked="" type="checkbox"/> Supported Community Living (SCL) <input type="checkbox"/> Supported Employment
	<input type="checkbox"/> CMH Waiver	<input checked="" type="checkbox"/> Elderly Waiver
Services	<input type="checkbox"/> Family and Community Support Services <input type="checkbox"/> In-home Family Therapy <input type="checkbox"/> Respite	<input type="checkbox"/> Adult Day Care <input checked="" type="checkbox"/> Agency CDAC <input type="checkbox"/> Assisted Living Service <input type="checkbox"/> Case Management <input type="checkbox"/> Mental Health Outreach <input checked="" type="checkbox"/> Respite
	<input checked="" type="checkbox"/> HD Waiver	<input checked="" type="checkbox"/> ID Waiver
Services	<input type="checkbox"/> Adult Day Care <input checked="" type="checkbox"/> Agency CDAC <input type="checkbox"/> Counseling <input type="checkbox"/> IMMT <input checked="" type="checkbox"/> Respite	<input type="checkbox"/> Adult Day Care <input type="checkbox"/> Agency CDAC <input type="checkbox"/> Day Habilitation <input type="checkbox"/> IMMT <input type="checkbox"/> Prevocational Services <input type="checkbox"/> Residential Based Supported Community Living (RBSCL) <input checked="" type="checkbox"/> Respite <input checked="" type="checkbox"/> SCL <input type="checkbox"/> Supported Employment
	<input checked="" type="checkbox"/> PD Waiver	<input type="checkbox"/> Habilitation
Service	<input checked="" type="checkbox"/> Agency CDAC	<input type="checkbox"/> Day Habilitation <input type="checkbox"/> Home-based Habilitation <input type="checkbox"/> Prevocational Habilitation <input type="checkbox"/> Supported Employment Habilitation

III. SELF-ASSESSMENT QUESTIONNAIRE

A. ORGANIZATIONAL STANDARDS

To provide quality services to members, organizations need to have sound administrative and organizational practices and a high degree of accountability and integrity. Organizations should have a planned, systematic, organization-wide approach to designing, measuring, evaluating, and improving its level of performance. Use this section to tell us what your organization has in place related to basic standards required by law, rule, industry standards, or best practice.

1. PURPOSE AND MISSION

Does your organization...

- | | |
|-----------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------|
| a) Have a mission statement that aligns with the needs, ability, and desires of the members served? | <input checked="" type="checkbox"/> Yes
<input type="checkbox"/> No
<input type="checkbox"/> NA |
|-----------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------|

If indicating "No", you must describe a plan to meet the standard(s). Attach additional information as necessary.

2. FISCAL ACCOUNTABILITY

Does your organization...

- | | |
|---------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------|
| a) Have a process for establishing a rate for each service? | <input checked="" type="checkbox"/> Yes
<input type="checkbox"/> No
<input type="checkbox"/> NA |
| b) Maintain fiscal and corresponding clinical records for a minimum of five years after the date of the last claim? | <input checked="" type="checkbox"/> Yes
<input type="checkbox"/> No
<input type="checkbox"/> NA |

If indicating "No", you must describe a plan to meet the standard(s). Attach additional information as necessary.

3. ORGANIZATIONAL OVERSIGHT

Does your organization...

- | | |
|--------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------|
| a) Have a committee, board, or advisory board to oversee operations? | <input checked="" type="checkbox"/> Yes
<input type="checkbox"/> No
<input type="checkbox"/> NA |
| b) Ensure committee or board membership includes members, caregivers, and professionals in a related field who can represent the interests of members? | <input checked="" type="checkbox"/> Yes
<input type="checkbox"/> No
<input type="checkbox"/> NA |
| c) Maintain committee or board meeting minutes to demonstrate oversight and active engagement in the organization? | <input checked="" type="checkbox"/> Yes
<input type="checkbox"/> No
<input type="checkbox"/> NA |

If indicating “No”, you must describe a plan to meet the standard(s). Attach additional information as necessary.

4. QUALITY IMPROVEMENT (QI) PROCESSES

Does your organization...

<p>a) Have an established systemic, organization-wide quality improvement process?</p> <p><i>Does the QI process include:</i></p>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA
<p>b) Discovery: Collecting and reviewing data to identify issues to be monitored for quality improvement with specific sample sizes and acceptable thresholds?</p>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA
<p>c) Ongoing review of member experiences such as member/stakeholder surveys to determine the need for systemic changes?</p>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA
<p>d) Ongoing review of records to include service documentation, medication records, incident reports, abuse reports, appeals and grievances, and personnel records?</p>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA
<p>e) Remediation: The development of a plan to address areas of improvement identified during discovery to include specific timelines for development and completion of action steps?</p>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA
<p>f) Improvement: Summary of QI activities to include monitoring the impact of remediation plan?</p>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA

If indicating “No”, you must describe a plan to meet the standard(s). Attach additional information as necessary.

Is there anything else you would like to highlight about your organization that would demonstrate how you exceed the basic requirements outlined under organizational standards?

B. PERSONNEL AND TRAINING

Providers need to have qualified employees commensurate with the needs of the members served and requirements for the employee’s position. Employees should be competent to perform duties and interact with members. Use this section to tell us what your organization has in place related to personnel and training standards required by law, rule, industry standards, or best practice.

I. EMPLOYEE SCREENING AND EVALUATION

Does your organization...

a) Complete child and dependent adult abuse background checks prior to hiring an applicant?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA
b) Complete criminal background checks prior to hiring an applicant?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA
c) Solicit an evaluation and follow recommendations for hire when a hit is found on a background check?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA
d) Screen potential employees for exclusion from participation in Federal health care programs prior to hire?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA
e) Ensure employees are minimally qualified by age, education, certification, experience, and training required or recommended for the services provided and HCBS population served?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA
f) Complete performance evaluations at least annually to ensure employees are competent to perform duties and interact with members?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA

If indicating “No”, you must describe a plan to meet the standard(s). Attach additional information as necessary.

2. TRAINING

Does your organization train employees on the following required or recommended topics within 30 days of employment for full-time employees and 90 days for part-time employees, unless otherwise indicated?

a) The philosophy of HCBS, including HCBS settings requirements and expectations	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA
b) The organization’s mission, policies, and procedures	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA
c) The organization’s policy related to identifying and reporting abuse (within 30 days of hire)	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA
d) The designated Child and/or Dependent Adult Abuse and Mandatory Reporting training (within 6 months of hire or proof of completion of the training prior to hire)	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA

e) The designated Child and/or Dependent Adult Abuse and Mandatory Reporting additional training at least every 3 years after the initial training	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA
f) Members' rights including outcomes for rights and dignity as applicable	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA
g) Restrictive interventions (restraints, rights restrictions, and behavioral intervention)	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA
h) Specific behavior support or de-escalation curriculum such as Mandt, Safety-Care, PBIS, CPI, or other	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA
i) Confidentiality and safeguarding member information	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA
j) The organization's policy related to member's medication	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA
k) An approved Medication Manager training for any employees that are administering controlled substances	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> NA
l) Identifying and reporting incidents	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA
m) Service documentation	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA
n) Individual members' support needs (prior to serving the member and as updates occur)	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA
o) The designated Traumatic Brain Injury Training (modules 1-2) (within 60 days of providing BI Waiver services)	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA
p) CMH Waiver specific topics in addition to B. 2 a-o: <i>Within 4 months of employment and prior to providing direct service without the presence of experienced staff:</i>	
1) Serious emotional disturbance and provision of services to children with serious emotional disturbance	<input type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> NA
2) Appropriate behavioral interventions	<input type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> NA
3) Professional ethics training	<input type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> NA
4) 24 hours of training during first year of employment in children's mental health issues	<input type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> NA

5) 12 hours of training every year thereafter in children’s mental health issues	<input type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> NA
q) RBSCCL specific topics in addition to B. 2 a-o:	
1) 24 hours of training during first year of employment in children’s ID/DD/MH issues	<input type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> NA
2) 12 hours of training every year thereafter in children’s ID/DD/MH issues	<input type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> NA
r) Prevocational Services specific topics in addition to B. 2 a-o:	
1) 9.5 hours of training related to employment services (within 6 months of hire or within 6 months of May 4, 2016)	<input type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> NA
2) 4 hours of training related to employment services every year thereafter	<input type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> NA
s) Supported Employment specific topics in addition to B. 2 a-o:	
1) 9.5 hours of training related to employment services (within 6 months of hire or within 6 months of May 4, 2016)	<input type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> NA
2) 4 hours of training related to employment services every year thereafter	<input type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> NA
3) Certification in job training and coaching for <u>long-term job coaches and small group supported employment</u> direct care staff (within 24 months of hire)	<input type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> NA
4) Certification as an employment specialist for <u>individual supported employment</u> staff (within 24 months of hire)	<input type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> NA
t) Day Habilitation services specific topics in addition to I B. 2 a-o for those providing <u>direct services</u> :	
1) 9.5 hours of training related to day habilitation services (within 6 months of hire or within 6 months of February 1, 2021)	<input type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> NA
2) 4 hours of training related to day habilitation services every year thereafter	<input type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> NA
u) Home Based Habilitation services specific topics in addition to B. 2 a-o:	
1) 24 hours of training related to mental health and multi-occurring conditions for those providing <u>direct support Home Based Habilitation services</u> (within 12 months of hire)	<input type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> NA

<p>2) 48 hours of training related to mental health and multi-occurring conditions for those providing <u>direct support to members receiving intensive residential habilitation services</u> (within 12 months of hire)</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> NA</p>
<p>3) 12 hours of training every year thereafter related to mental health and multi-occurring conditions or other topics related to serving individuals with severe and persistent mental illness for those providing <u>direct support Home Based Habilitation services</u></p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> NA</p>
<p>v) Other training to ensure your employees are qualified commensurate with the needs of the members served and so that employees are competent to perform duties and interact with members</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> NA</p>
<p>If indicating "No", you must describe a plan to meet the standard(s). Attach additional information as necessary.</p>	
<p>Comfort Keepers does not provide Medication Manager training for any employee that to administer controlled substances. Comfort Keeper policy does not allow employees to adminster meds but only sort, store, and organize medications.</p>	
<p>Is there anything else you would like to highlight about your organization that would demonstrate how you exceed the basic requirements outlined under personnel and training?</p>	
<div style="border: 1px solid black; height: 300px;"></div>	

C. POLICIES AND PROCEDURES:

Organizations should have a core set of policies and procedures based on the services for which they are enrolled to provide. The policies and procedures are the foundation of an organization's performance and guide them in the provision of services. Policies and procedures should outline the organization's day-to-day operations, ensure compliance with laws and regulations, and give guidance to staff. Organizations must carry out their policies and procedures so that members receive fair, equal, consistent, and positive service experiences. Use this section to tell us what your organization has in place related to standards for service delivery and members' experiences required by law, rule, industry standards, or best practice.

1. ADMISSION AND DISCHARGE

a) Does your organization have written policies or procedures related to admission and receiving referrals?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA
b) Do the policies and procedures explain criteria for admission?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA
c) Does the written policies and procedures explain your processes for referring members to other needed services or providers in the event the member is not accepted for admission or upon discharge from your organization?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA
d) Does your organization have written policies or procedures related to discharging members?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA
e) Do the policies and procedures explain potential reasons for discharge and outline steps the member can take if they disagree with the discharge decision?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA
f) Do you maintain evidence that you followed your written policies and procedures related to admission and discharge?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA

If indicating "No", you must describe a plan to meet the standard(s). Attach additional information as necessary.

2. MEMBER CONFIDENTIALITY

a) Does your organization have written policies or procedures related to maintaining confidential records and safeguarding members' confidentiality?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA
b) Does your organization use a Release of Information form or other similar document that allows members to authorize what information is shared and with whom?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA
c) Does the Release of Information form identify a date or event when the authorization ends?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA

d) Does your organization provide members with written privacy practices outlining how Personal Health Information is shared and with whom?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA
If indicating "No", you must describe a plan to meet the standard(s). Attach additional information as necessary.	
3. INCIDENTS AND INCIDENT REPORTING	
a) Does your organization have written policies or procedures related to recognizing and reporting major and minor incidents in accordance with IAC?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA
b) Does your organization maintain evidence that the following notifications are made within prescribed timeframes when an incident occurs?	
1) The supervising staff	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA
2) The member's case manager (major only)	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA
3) The member's legal guardian (major only)	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA
4) The member (major only)	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA
5) Iowa Medicaid and/or other appropriate entities (major only)	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA
c) Does your organization maintain a centralized file of incident reports?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA
d) Does your organization have a process for noting within the member's record that an incident report was completed?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA
e) Does your organization have its own form and process for recording minor incidents?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA
f) Does your organization provide follow-up information or incident reports as requested?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA
g) Does your organization track incidents in a way that allows you to discover and remediate trends or patterns of incidents?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA

<p>If indicating "No", you must describe a plan to meet the standard(s). Attach additional information as necessary.</p>	
<p>4. MEMBERS' MEDICATIONS</p>	
<p>a) Does your organization have written policies and procedures related to handling, storing, administering, and disposing of medications including identification of which staff (if any) have a role in one or more of the processes related to medication?</p>	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA</p>
<p>b) Does your organization have a method for documenting the administration of medications?</p>	<p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> NA</p>
<p>c) Does your organization have a process for storing medications in accordance with applicable IAC?</p>	<p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> NA</p>
<p>If indicating "No", you must describe a plan to meet the standard(s). Attach additional information as necessary.</p> <p>N/A Comfort Keepers policy is only to sort, store, and organize members medications. It is our policy not to administer medications and therefore does not document the administration of medications.</p>	
<p>5. APPEALS AND GRIEVANCES</p>	
<p>a) Does your organization have written policies and procedures related to filing and resolving appeals and grievances?</p>	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA</p>
<p>b) Does your organization ensure that members or their legal representatives receive information about the organization's appeals and grievance processes?</p>	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA</p>
<p>If indicating "No", you must describe a plan to meet the standard(s). Attach additional information as necessary.</p>	
<p>6. IDENTIFYING AND REPORTING ABUSE</p>	
<p>a) Does your organization have written policies and procedures related to recognizing and reporting abuse?</p>	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA</p>
<p>b) Do your written policies define abuse for the population(s) served as outlined in applicable Iowa Code?</p>	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA</p>

c) Do your written policies identify a process staff should follow to ensure a member's safety upon receiving an allegation, including when the suspected perpetrator is a staff person?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA
d) Do your written policies identify contact information for making reports to DHHS and or DIA, if applicable?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA
e) Do your written policies identify the timeframes required by Iowa Code for reporting suspected abuse?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA
f) Does your organization maintain evidence that reports were made as required and within prescribed timeframes?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA
If indicating "No", you must describe a plan to meet the standard(s). Attach additional information as necessary.	
7. PERSON-CENTERED PLANNING	
a) Does your organization have written policies and procedures related to person-centered planning?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA
b) Does your organization participate in individual members' Interdisciplinary Team (IDT) and the creation of the member's person-centered plan?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA
c) Does your organization maintain a copy of the person-centered plan that is created through the IDT process?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA
d) Does your organization create a separate or supplemental plan to the IDT person-centered plan?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA
e) Is the plan created by the organization consistent or complimentary to the IDT person-centered plan?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA
f) Does one, both, or a combination of the organization's plan and the IDT person-centered plan include:	
1) Member's goals for applicable services?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA
2) Interventions and supports needed to help the member meet their goals?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA
3) Incremental action steps or specific guidance to staff for providing interventions and supports?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA
4) Due process of any restrictive interventions such as rights restrictions, restraints plans, or behavioral intervention?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA

If indicating "No", you must describe a plan to meet the standard(s). Attach additional information as necessary.

8. RESTRICTIVE INTERVENTIONS

<p>a) Does your organization have written policies and procedures related to the use of restrictive interventions, specifically restraints, rights restrictions, and behavioral intervention? <i>(*If your organization allows for the use of physical holds, restraints, or other physical intervention techniques, policies and procedures governing their use must include, in addition to standard requirements related to restrictive interventions, the specific types of interventions allowed and specific circumstances when physical intervention may be used, and qualifications and special training required for staff who administer restraints.)</i></p>	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA</p>
<p>b) Does your organization have written policies and procedures for the use of a <u>specific behavior intervention program</u> such as Mandt, Safety-Care, PBIS, CPI, or other?</p>	<p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> NA</p>
<p>c) Does your organization ensure that members or their legal representatives receive information about the organization's policies of the use of restraints, rights restrictions, and behavioral intervention at admission and any time the policy changes?</p>	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA</p>
<p>d) Does your organization ensure that any planned restrictive interventions are used only for reducing or eliminating specific, maladaptive, targeted behaviors?</p>	<p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> NA</p>
<p>e) Does your organization ensure that any planned restrictive interventions are not used as punishment, substitutes for non-aversive programs, or for the convenience of staff?</p>	<p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> NA</p>
<p>f) Does the organization ensure that restrictive interventions do not constitute corporal punishment, verbal, or physical abuse?</p>	<p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> NA</p>
<p>g) Are planned restrictive interventions time limited and reviewed at least quarterly to determine if the restrictive intervention can be reduced or eliminated?</p>	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA</p>
<p>h) Do restrictive intervention plans demonstrate that due process was applied? <i>(*Documentation of due process includes an explanation of the need for the restrictive intervention and a summary of less restrictive methods that were attempted, identification of circumstances by which the restriction may be reduced or eliminated, timelines for review, and consent to the restriction.)</i></p>	<p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> NA</p>

If indicating "No", you must describe a plan to meet the standard(s). Attach additional information as necessary.

Recently completed state review and corrective action plan is to revise restrictive intervention policy adding d), e), f), and h). CAP is due 12/18/22. Comfort Keepers does not have written policies for specific behavior intervention programs. The agency follows service plan of case managers.

9. MEMBERS' RIGHTS	
a) Does the organization have written policies and procedures related to member rights?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA
b) Are members made aware of their rights at admission and anytime the written rights change?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA
If indicating "No", you must describe a plan to meet the standard(s). Attach additional information as necessary.	
10. DOCUMENTATION OF SERVICES	
a) Does your organization have written policies and procedures related to service documentation?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA
b) Does service documentation identify the specific service(s) being provided?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA
c) Does service documentation identify the member receiving the service(s), including the first and last name?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA
d) Is the complete date and time of the service documented, including the beginning and ending time and beginning and ending date if the service(s) is rendered over more than one day?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA
e) Is the location where the service(s) was provided documented as applicable?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA
f) When transportation is provided as part of the service(s), is the name, date, purpose of the trip, and total miles documented?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA
g) Are incidents, illnesses, unusual or atypical occurrences that occur during service provision documented when applicable?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA
h) When medication is administered or supplies are dispensed as part of the service(s), is the name, dosage, and route of administration documented?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> NA
i) Does service documentation legibly identify the person providing the service(s) including first and last name, any applicable credentials and signature or initials if verifiable to a signature log?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA
j) Does the service documentation demonstrate that the service is provided as defined and authorized?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA

<p>k) Does service documentation for each service provide information necessary to substantiate that the service was provided?</p>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA
<p>If indicating "No", you must describe a plan to meet the standard(s). Attach additional information as necessary.</p> <p>Comfort Keeper policy is not to administer medication and therefore do not keep track of dosage and route of administration.</p>	
<p>II. CONTRACTS FOR SERVICES</p>	
<p>a) Does the organization have written policies and procedures related to service contracts?</p>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA
<p>b) Does the organization's service contract define the responsibilities of the organization and the member, the rights of the member, the services to be provided to the member by the organization, all room and board and co-pay fees to be charged to the member and the sources of payment?</p>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA
<p>c) Is the service contracted reviewed at least annually?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> NA
<p>If indicating "No", you must describe a plan to meet the standard(s). Attach additional information as necessary.</p>	
<p>Is there anything else you would like to highlight about your organization that would demonstrate how you exceed the basic requirements outlined under policies and procedures?</p>	
<p></p>	

D. HCBS SETTINGS

The Centers for Medicare & Medicaid Services (CMS) issued regulations that define the settings in which it is permissible for states to pay for Medicaid HCBS. The purpose of these regulations is to ensure that individuals receive Medicaid HCBS in settings that are integrated in and support full access to the greater community. This includes opportunities to seek employment and work in competitive and integrated settings, engage in community life, control personal resources, and receive services in the community, to the same degree as individuals who do not receive HCBS. Use the questions below to self-assess your organization’s compliance with these settings rules. Additionally, you must complete the corresponding Address Collection Tool to list all provider owned and controlled HCBS service locations.

The following services are subject to the HCBS Settings Rule.

- Adult Day Care
- Agency CDAC
- Assisted Living Service
- Day Habilitation
- Home Based Habilitation
- Prevocational Services
- RBSCCL
- SCL
- Supported Employment

If your organization is NOT enrolled for any of the services identified above, check this box proceed to section [IV. Guarantee of Accuracy](#).

**HCBS are required to be provided in such a way that the following standards related to service settings are met. If an individual requires a restriction or limitation in one or more of the areas listed below, due process of that restriction or limitation should be outlined in their person-centered plan. Policies and procedures related to restrictive interventions and person-centered planning should be followed.*

I. SETTINGS-RELATED POLICIES AND PROCEDURES

a) Are the organization’s policies and procedures aligned with HCBS settings requirements?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA
b) Does the organization ensure staff providing HCBS services, understand and effectively implement the HCBS settings requirements?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA
c) For settings located in a building that is also a publicly or privately operated facility that provides inpatient institutional treatment or in a building on the grounds of, or immediately adjacent to, a public institution; is the organization effectively implementing policies and procedures to ensure the setting overcomes the institutional presumption?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> NA
d) For settings that have the effect of isolating individuals receiving HCBS from the broader community of individuals not receiving HCBS, is the organization effectively implementing policies and procedures to ensure the setting overcomes the isolating effect it has on individuals?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> NA

If indicating "No", you must describe a plan to meet the standard(s). Attach additional information as necessary.

2. PHYSICAL LOCATIONS AND CHARACTERISTICS

All Settings

a) Are settings integrated into the greater community, allowing members full access to community resources and amenities such as but not limited to: essential and non-essential shopping, recreation, restaurants, religious services, exercise, healthcare, personal grooming services, and opportunities for competitive and integrated employment?

Adult Day Care	<input type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> NA
Agency CDAC	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA
Assisted Living Service	<input type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> NA
Day Habilitation	<input type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> NA
Home Based Habilitation	<input type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> NA
Prevocational Services	<input type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> NA
RBSCCL	<input type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> NA
SCL	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA
Supported Employment	<input type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> NA

b) Are settings located so that there is not an overconcentration or isolation of HCBS or HCBS members in a certain area?

Adult Day Care	<input type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> NA
Agency CDAC	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA
Assisted Living Service	<input type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> NA
Day Habilitation	<input type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> NA
Home Based Habilitation	<input type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> NA
Prevocational Services	<input type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> NA
RBSCCL	<input type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> NA
SCL	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA
Supported Employment	<input type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> NA

c) Are all settings located in an area that facilitates members' ability to access community resources without being totally dependent on the service provider to access them or if limitations exist, have adaptations been made to facilitate members' access?

Adult Day Care	<input type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> NA
Agency CDAC	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA
Assisted Living Service	<input type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> NA
Day Habilitation	<input type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> NA
Home Based Habilitation	<input type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> NA
Prevocational Services	<input type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> NA
RBSCCL	<input type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> NA
SCL	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA