

Mississippi Department of Mental Health Home and Community-Based Services Heightened Scrutiny Evaluation

Summary Sheet

Provider Name	St. Francis Community Services		
Setting Name	Cheshire Group Home		
Setting Address			
	Gulfport, Mississippi, 39507		
Original Site Assessment Date	October 03, 2018		
Validation Date	June 30, 2020		

Setting Type

\boxtimes	Supervised Living
	Shared Supported Living
	Supported Living
	Day Services Adult / Day Habilitatio
	Prevocational Services

Heightened Scrutiny Category

\square Located in a building that is also a publicly or privately operated facility that provides inpatient
institutional treatment (such as a hospital, nursing facility, ICF/IID, or IMD);
□ Located in a building on the grounds of, or adjacent to, a public institution; or
Mas the effect of isolating individuals receiving Medicaid home- and community-based services
(HCBS) from the broader community of individuals not receiving Medicaid HCBS

Setting Description

☐ Community Respite

The site is located next door to a Shared Supported Living and a Supported Living site operated by St. Francis Community Services. There are private residences and an apartment complex located either across the street or next to the site. The rear and side of the property are surrounded by a regular chain link fence. The fence is not connected to the buildings.

Summary of Initial Assessment Findings - 10/03/2018

- **1A/1E)** Site is located next to Shared Supported Living and Supported Living sites operated by same provider.
- **1K)** Community events are set up by the Program Director. Choice of activities appears to be limited.
- **1J)** All individuals go to the same church, so appears there is no choice in other churches.
- **1L/M)** Appears staff have most input on activities. Not clear if people can go alone with staff on spur of moment activities or if whole group must be invited. Appears individual choices are limited to staff recommendations and availability.
- **1N/9C)** Men and women are not allowed in each other's areas of the home.
- **1Q)** Individuals are given an "allowance" on Wednesdays. There is limited or no control over the individual's budget and control.
- 2A) Flexibility in scheduling is based on staffing.
- **2B)** While staff stated there is choice, the examples they give indicate individuals are not given a choice and everyone goes as a group. The staff explained an individual does like lots of noise and crowds, yet they took him to the beach with other housemates.
- 2G) No choice of housemates.
- **3B)** Furnishings not clean/up to date. New owner has plans to renovate.
- **3C/F)** Health (medication assistance), personal information, personal activities and schedules not kept private/confidential.
- 3H) Each individual does not get their own mail and certain "business" related mail is handled by staff.
- **3J)** Setting doesn't ensure behaviors don't impede on rights of others.
- **3L)** Individuals are not informed of rights at admission/annually, only if they ask.
- **3M)** Staff unsure of grievance/complaints process.
- **30)** Staff postings of employee information in home.
- 4A/D) Staff only bathroom in common area (due to behavior problems of one person).
- **4C)** Choice in individual's tasks and activities are limited to karaoke and bingo.
- **4E/F)** Staff statements are inconsistent staff stated there are not set mealtimes but said the start time is not. Individuals are not allowed to eat in their room unless they are sick. Individuals do not have a choice to do their own grocery shopping.
- **4H)** Money kept in staff office. Not all have access. Individual choice is who they associate with, practicing their religion and other choices are limited to the group and staff decisions.
- **4K)** People do not participate in menu planning and do not shop for their own groceries.
- **4L)** Individuals have a chore assignment and only assigned laundry days.
- **4M)** Only flexibility in wakeup time is during the weekend.
- **5A)** Staff were unsure if individual requests for staff would be honored.
- **5D)** Staff unsure if site has person-centered policies and practices.
- **5F)** Staff pass along requests for changes to supervisors there is no indication these conversations occur with the individuals directly.
- **5G)** Staff unsure if people and their reps participate in planning meetings.
- **6A)** Staff unsure if people have leases.
- 8C) People must eat at the table.
- **8D)** Some food restrictions (one Coke per day per person).
- **9A/D)** Have a list of approved visitors and if individuals leave with the visitor, they must sign out. Staff open door for quests.
- 9B) Staff unsure if individuals can have visitors in the evening.
- **9C)** Visitors in a private space is not allowed. Individual interviews Individual choices are extremely limited, one reported no key to the bedroom, neither have a key to the home but report wanting one, and one reported being unable to lock her bathroom door.

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Compliance Validation Narrative with Provider Input

6/30/2020

1A/1E) Provider explained that Saint Francis promotes integration and inclusion for all individuals served on site. They explained that by providing three levels of services, this creates an environment that allows individuals the opportunity to establish a sense of belonging in their community and improve social inclusion/skills while being assisted in meeting their outcomes. They said having 3 levels of services leads to individuals communicating and developing relationships that can help to support each other. Provider noted that when people have the opportunity to interact with people at different functioning levels, it provides a new sense of self-satisfaction when they can help one another. They said focusing on accessing the community in many different areas removes the institutional feel of this program. They noted that every person except one retired person has jobs in the Bridgeway program. Provider also explained that Saint Francis is slowly growing the supported employment program at Cheshire for those that want to work in the community.

1J/K/L/M) Provider explained how people have the opportunity to speak with staff individually and plan activities of their choice. They said individuals are supported in choosing activities and planning their customized outings if needed. They stated that quarterly meetings have been developed for each person to plan out their month as well. They noted that although people can plan out their month, improvised ideas still "pop up" and staffing is adjusted to accommodate individuals as needed. Provider explained that pop-up interests of people are fulfilled and documented in the IDD service notes. They then displayed and described their individual activity request form that is utilized onsite so people can request individual activities. They noted that people can also indicate if they want anyone to go with them or if they would like to venture out independently. This includes choice of churches as individuals are supported to go to the church services of their choice or opt out if desired.

1N/9C) Staff can support and supervise individuals while providing the freedom and independence of going outside and exploring their surroundings. Provider said staff and individuals are able to effectively communicate with each other through formal and informal discussions, so individuals do not feel that their rights have been violated. They said this also creates trust and a solid rapport between individuals and staff. Provider noted that Saint Francis promotes integration and stated that with the recent acquisition of the site, Saint Francis no longer has a rule stating men cannot visit female quarters and vice versa. They said this promotes healthy socialization and improves the social skills and well-being of individuals in the setting. They said people can freely move around the property, adding that some people choose to leave the property and visit the community independently.

1Q/4H) Provider explained that each individual creates a monthly budget to determine their weekly spending money. They said that while all individuals are on fixed incomes, people enjoy working with staff to count their income and document routine expenses. Provider noted that money management skills instill confidence in people and help them to become more autonomous. They said individuals sit down with staff members and a supervisor to work on a monthly budget worksheet. They said they use this document to assist the person in how much money is required to pay their rent, bills, and other utilities. They said once the balance sheet is complete that the person, staff, and supervisor sign the completed balance sheet and that copies are placed in the individual's support plan and their finance folder. They said people enjoy going through this process, in addition to writing out their bill payments, writing checks, and going to the bank to cash checks. They stated that each person's money management support needs are documented in the PSS, but money management education is recorded in each person's IDD service notes.

2A) Provider said that individuals meet with staff members daily to determine their preferred activities and schedules. People are able to change their schedules and make requests to go into town as desired. Multiple activities and events are planned throughout the week with input from other individuals. People are able to remain in the setting if they do not want to participate in a specific activity in the community by remaining on site with another staff member. Additional staff members are also available to take individuals to and from the events and activities of their choosing. Provider met with staff members to ensure each individual's needs and preferences are being met.

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- **2B)** Provider said that activities and events are planned based on feedback from individuals and information found in IPPs. Individuals' needs, preferences, likes, and dislikes are documented in the IPP and staff members utilize this information when creating group and individual schedules.
- **2G)** Provider said prospective housemates are invited to tour the site and meet with those who are already living in the setting. They described how the site now utilizes a multi-purpose voting form has been developed to allow individuals to cast their vote on prospective housemates, anonymously. They explained that during this process, individuals receive a voting form, which contains their voting topic. They stated that once individuals are finished casting their vote, they will fold the sheet of paper and slide it into a sealed box, adding that once the votes are counted the group will meet again to go over the voting results. They explained that in the event people vote against the new person, the Director will work with the group to identify reasons why they feel the person should not live in the setting. They stated that all efforts will be made to reach an agreement with this person and those already living on site. They noted that if such an agreement cannot be made then they will assist this individual in finding a setting more suited to their needs.
- **3B)** Provider said they have updated the furnishing and carpet in the setting and displayed them during the validation process. All furnishings in the home appear to be up to date and good repair.
- **3C/F)** Provider explained the new process for providing medication assistance and discussing personal health information with individuals onsite. They said staff members assist one individual at a time in a private closed room or office. They said staff members were trained on the importance of privacy and confidentiality, stating that HIPAA is reviewed upon hire of new employees and annually thereafter. They noted that this change to more individualized and private assistance has enabled individuals to get more personal attention from staff.
- **3H)** Provider stated that people are able to check their mail, phone, and email in the private space of their choosing within the setting. People are able to step into their bedrooms, outdoors, or another private area to take care of personal business. Provider met with each staff member to ensure staff provide individuals with privacy when taking care of personal matters over the phone or email. Staff members are available to assist individuals as needed upon request.
- **3J)** Provider explained that behavior supports are individualized to each person on site via a behavior specialist. They explained that the behavior specialist develops a behavior support plan, and it is the duty of Saint Francis staff members to support individuals based off of their behavior support plan.
- **3L/M)** Provider stated that staff members reviewed individual rights and the grievance procedure during the admissions period and at least annually thereafter. They said this information is recorded in the individuals' plan and individuals have regular discussions about these topics with staff. Provider met with staff members to ensure they are reviewing rights and that information about rights and the grievance procedure can be found throughout the setting.
- **30)** Provider said and displayed that all employee postings were removed from the common areas of the home and are no longer in view of individuals in the setting.
- **4A/D)** Provider said there was previously a staff bathroom that was kept locked throughout the day to prevent individuals from using this specific restroom. Provider has met with staff members and opened up this bathroom so that all areas are available to individuals in the home.
- **4C)** Provider explained that individuals' support plans contain individualized information about each person's wants, needs, strengths, and goals. They noted that support plans are updated annually or as changes/preferences occur. They explained that each plan is person-centered and added that individuals have complete control over what type of information is included in their support plan. They noted that while tasks and activities are chosen by individuals onsite, they support individuals in choosing new activities related to their interests.
- **4E/F)** Provider said individuals are free to eat wherever, whenever, and whatever they prefer, as long as they are not restricted by their physician. They noted that people have several options for private dining on site, including their bedroom, side rooms off the living room, and the back patio. They also added that various picnic tables are located around the premises and that individuals enjoy dining outside from time to time. They said people are able to choose when they would like to have their

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meals and if they are dissatisfied with whatever is on the menu, then they have the option of choosing something else from their personalized alternative meals list. Provider noted that people are supported to keep snacks in their personal bedrooms if they desire and added that people have refrigerators in their bedrooms to store personal food items and drinks. They explained that site previously had set mealtimes, but as of January 2020, they have changed this policy so that people are free to eat whenever they please.

- **4K/L)** Provider stated that individuals are given opportunities to participate in menu planning and chores throughout the week. People are able to make specific requests and purchase the snacks and foods of their choice. People are individually assessed to determine who can operate kitchen equipment and appliances and this information is documented in each person's plan. Provider reviewed this information with all staff members to ensure people were not being subjected to blanket restrictions regarding access to the kitchen or cleaning activities.
- **4M)** Provider stated that individuals are able to wake up and go to bed as desired. They stated that meals are generally made at specific times, but people are supported to eat when they are ready and wake up and go to bed as desired. Provider met with staff members to ensure each individual is being supported as to when they would like to start and end their days. This information is documented in each person's plan.
- **5A)** Provider explained that requests regarding specific staff members are met based upon the staffing schedule for the time period of the request. They explained that many people in the setting "choose favorites" and they do their best to ensure that these staff members are available to individuals as often as possible. They described multiple employees who have been asked to stay over or work extra time to meet the needs and requests of individuals onsite. They explained that when an individual provides information on activities, preferences, or medical concerns, that the administration tries to accommodate or find a workable solution for those involved. They said they try to meet expectations as much as possible but noted that staffing may change from person-to-person and situation-to-situation. They said try to implement a schedule so that certain staff is available as needed and check in with individuals to ensure they feel supported in the setting.
- 5D) Provider explained that all employees are required to read each person's PSS at hire and become familiar with the plans. They said staff members are trained to review these plans at least monthly at planned staff meetings to ensure that any changes that may have been made are being implemented and supported. They said individuals' support plans are kept in a locked cabinet on site if staff members every need to look at them for review or clarification. Provider said staff members are assigned to people and utilize individuals' activity and support plans to assist people with their goals and outcomes. They said they use monthly staff meetings to emphasize person-centered thinking and planning, which allows staff to better get to know and empower individuals on site. They said they require staff to take part in various seminars through the University of Southern Mississippi on personcentered thinking and strategies. Provider said they check in with staff members after each training to engage in conversation about the subjects at hand and ensure that staff are absorbing the information. They said this process has brought staff and individuals in the setting closer together, which allows individuals to be more comfortable expressing their needs and preferences. They said this allows people to build on their unique interests and strengths, while further enabling staff to listen and act on what the person communicates. Provider noted that each staff members' training exercises are documented in their employee file so that supervisors can have a better idea of their staff members exposure and understanding of various topics.
- **5F)** Provider explained that individuals are informed of their rights regularly through formal meetings and casual conversations. They said if an individual is not happy with services or would like to add additional services, that they assist individuals in contacting their Support Coordinator so that changes can be made to individuals' support plans. They said each person on site has contact information for the support coordinator in their bedroom. They noted that if a person wishes to change their Activity Support Plan that people and staff informed to contact the Director or Assistant Direct with Saint Francis. Provider reiterated that this information is frequently discussed with individuals during monthly

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community and staff meetings. They said they check in with individuals to ensure they are satisfied with services by distributing quarterly satisfaction surveys to individuals and their families.

- **5G)** Provider stated that people are supported in choosing who they would like to attend their planning meetings, including staff, family, and friends. They said this information is discussed with each person and people are encouraged to invite people who support their needs and preferences.
- **6A)** Provider stated that each person has a lease that is developed by HUD and applies to each person in the home.
- **8C)** Provider stated that they met with staff members to ensure that people are supported to eat in the area of their choosing. People are supported to eat outside of the dining room and are able to choose to eat in their rooms if desired.
- **8D)** Provider said individuals are free to eat wherever, whenever, and whatever they prefer, as long as they are not restricted by their physician. They noted that people have several options for private dining on site, including their bedroom, side rooms off the living room, and the back patio. They also added that various picnic tables are located around the premises and that individuals enjoy dining outside from time to time. They said people are able to choose when they would like to have their meals and if they are dissatisfied with whatever is on the menu, then they have the option of choosing something else from their personalized alternative meals list. Provider noted that people are supported to keep snacks in their personal bedrooms if they desire and added that people have refrigerators in their bedrooms to store personal food items and drinks.
- **9A/D)** Provider said they have done away with the visitor logbook and people are able to come and go as they please.
- **9B)** Provider explained that the site was formerly run by the State of Mississippi, adding that there were old rules that were being enforced to keep men out of women's quarters and vice versa. They said as of December 2019 that they are no longer enforcing this rule, noting that individuals are supported to spend time wherever and with whomever they please. They said men and women are able to visit one another in their bedrooms as desired and stated that people are provided with privacy. Provider said individuals are able to meet with visitors as often as they prefer and noted that there were several areas on site for people to meet privately, including individuals' private bedrooms and outside on the patio.
- **9C)** Provider explained that the site was formerly run by the State of Mississippi, adding that there were old rules that were being enforced to keep men out of women's quarters and vice versa. They said as of December 2019 that they are no longer enforcing this rule, noting that individuals are supported to spend time wherever and with whomever they please. They said men and women are able to visit one another in their bedrooms as desired and stated that people are provided with privacy. Provider said individuals are able to meet with visitors as often as they prefer and noted that there were several areas on site for people to meet privately, including individuals' private bedrooms and outside on the patio.

<u>Evidence Submitted to DMH for Review:</u> rights and responsibilities policies and procedures, training curriculum/records, example copy of activity request form, monthly activity calendars and pictures.

Compliance Summary

s integrated in and access of individuals dicaid HCBS to the munity, including to seek employment competitive integrated age in community life, and resources, and ces in the community, to gree of access as of receiving Medicaid a.F.R. § 441.304(c)(4)(i).	The setting completed a remediation plan and will begin promoting more opportunities for integration in the community. Staff members are trained to work with individuals to assess their required levels of support and learn more about their preferences, interests, and goals. Individuals are supported to seek work in the community and people work with staff members to further develop their social skills. Additionally, a remediation plan was completed to ensure staff members meet with individuals quarterly to discuss their preferred activities and outings in the community. People are able to express their feedback during regular discussion, quarterly meetings, and staff members can learn more about individuals based off of information found in their support plan. Staff members are trained on person-centered strategies and to
.1 .11. 9 44 1.304(0)(4)(1).	information found in their support plan. Staff members are trained on person-centered strategies and to
	assist, encourage, and support individuals so they can have safe and meaningful lives. Each person is individually assessed to determine the level of support and assistance they need while onsite. The setting completed a remediation plan to lift all blanket restrictions on individuals in the setting and how they access the space around them.
s selected by the m among setting ding non-disability ngs and an option for a n a residential setting. Settions are identified and in the person-centered and are based on the	Individuals have flexibility in their daily schedules and activities are adapted to individuals' preferences, needs, and goals based off daily discussions and information found in support plans. The setting completed a remediation plan and individuals are now able to tour the site and meet with their prospective house mates before deciding to live in the setting. Individuals in the setting utilize a democratic voting system to provide input on those who tour the setting and are able to express their concerns as desired. People decorate and furnish their apartment as desired and have the
	ngs and an option for a n a residential setting. ptions are identified and

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42 CFR § 441.301(c)(4)(iii)	The setting ensures an individual's rights of privacy, dignity, respect,	Individuals are able to decorate and furnish all parts of their home. The setting completed a remediation plan and changed their policy
⊠ Yes	and freedom from coercion and	on how and when medication and personal assistance are
☐ Partial	restraint. <i>Id.</i> § 441.301(c)(4)(iii).	provided. Staff members were trained on the importance of privacy
□ No		and confidentiality and HIPAA is reviewed upon hire and annually thereafter for each employee.
		Individuals live alone in their apartments and are supported to have privacy when engaging in personal activities.
		Staff members do not utilize restraints and are trained in de- escalation techniques.
		The setting completed a remediation plan, and all staff members are trained to inform individuals of their rights during admission and annually thereafter during the PSS process. Rights are reviewed with individuals during regular conversations and copies are given to individuals and their family members/guardians.

42 CFR § 441.301(c)(4)(iv)	The setting optimizes, but does not	The setting offers a variety of places for people to spend time		
	regiment, individual initiative,	including indoor, outdoor, and group spaces. Individuals reside in		
⊠ Yes	autonomy, and independence in	their own apartments and are supported to live out their lives and		
☐ Partial	making life choices, including but not	engage in activities as desired. Supervision and assistance are		
□ No	limited to, daily activities, physical	provided based off of information found in a person's support plan.		
	environment, and with whom to			
	interact.	The setting completed a remediation plan and supports individuals		
		in choosing an alternative meal or private dining as desired. Staff		
		members are trained to emphasize this choice and discuss these		
		options with individuals on a daily basis.		
		Additionally, a remediation plan was completed to ensure staff		
		members meet with individuals quarterly to discuss their preferred		
		activities and outings in the community. People are able to express		
		their feedback during regular discussion, quarterly meetings, and		
		staff members can learn more about individuals based off of		
		information found in their support plan.		
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42 CFR § 441.301(c)(4)(v) ⊠ Yes □ Partial □ No	The setting facilitates individual choice regarding services and supports, and who provides them.	The setting completed a remediation plan so that individuals have choice in who provides their services and supports, including personal care. Staff members create employee schedules based off individual preferences and schedules can be modified to accommodate individuals' needs.
		Individuals have the choice to regularly update their work or daily activities. Staff also share information and support individuals if they need to make a request for additional services or to make changes to their Activity Support plans.
		The setting completed a remediation plan and trained all staff members on person-centered strategies and thinking to ensure people are supported in developing plans to support their needs and preferences.
		The setting completed a remediation plan and all staff members are trained to inform individuals of their rights and the grievance procedure during admission and annually thereafter during the PSS process. Rights are reviewed with individuals during regular conversations and copies are given to individuals and their family members/guardians.
42 CFR § 441.301(c)(4)(vi)(A) ⊠ Yes □ Partial □ No □ Not Applicable	The unit or dwelling is a specific physical place that can be owned, rented, or occupied under a legally enforceable agreement by the individual receiving services, and the individual has, at minimum, the same responsibilities and protections from eviction that tenants have under the landlord-tenant law of the State, county, city or other designated entity. For settings	Each person has a rental agreement that is signed by the individual and reviewed annually.

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where landlord-tenant laws do not	
apply, a lease, residency agreement,	
or other form of written agreement is	
in place for each HCBS participant	
providing protections that address	
eviction processes and appeals	
comparable to those provided under	
the jurisdiction's landlord-tenant law.	
42 CFR § Each individual has privacy in their Each person in the setting has a key	
441.301(c)(4)(vi)(B) sleeping or living unit: home. Individuals are able to lock the	eir bedroom and bathroom
(1) Units have entrance doors doors as desired.	
✓ Yes lockable by the individual, with only appropriate staff having keys to	
_ · dame	
(2) Individuals charing units have a	
□ Not Applicable choice of roommates in that setting.	
(3) Individuals have the freedom to	
furnish and decorate their sleeping	
or living units within the lease or	
other agreement.	
42 CFR § Individuals have the freedom and Individuals always have access to the	ne kitchen and food pantries.
441.301(c)(4)(vi)(C) support to control their schedules People are supported to purchase the	neir own groceries and prepare
and activities and have access to their meals as desired with staff sup	port available as needed. Staff
	ssistance as needed according
☐ Partial to individuals' preferences and inform	mation documented in support
□ No plans.	.,
42 CFR § Individuals are able to have visitors The setting completed a remediation	n plan and changed their policy
441.301(c)(4)(vi)(D) of their choosing at any time. on not allowing members of the opposition	
bedroom. They said staff members a	
□ Partial including in bedrooms and in the col	
□ No said this information is reviewed with	n staff members upon hire and
annually thereafter.	
42 CFR § The setting is physically accessible The home was observed to be physically accessible.	
441.301(c)(4)(vi)(E) to the individual. individuals living in the home. Should	
assistive devices, the setting would sometimes are providing what was needed.	support the individual in

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☐ Partial				