

Foster Family Home - Corrective Action Report

Provider ID: 1-510744

Home Name: Ruthie Agbayani, CNA

Review ID: 1-510744-3

94-436 Apowalo Street

Reviewer:

Waipahu HI 96797

Begin Date: 2/18/2015

End Date: 3/16/15

Foster Family Home Required Certificate [17-1454-6]

6.(d)(1) Comply with all applicable requirements in this chapter; and

Comment:

6.(d)(1) see applicable sections of this review

Home visit made for 3 bed recertification on 2/18/15. Corrective action report issued during visit with items due to CTA by 3/19/15.

Foster Family Home Background Checks [17-1454-7.1]

7.1.(a)(1) Be subject to criminal history record checks in accordance with section 846-2.7, HRS;

7.1.(a)(2) Be subject to adult protective service perpetrator checks if the individual has direct contact with a client; and

Comment:

7.1.(a)(2) APS/CAN for CG's 1-6 and HHM 1-6 present for 2013 and 2015 rather than 2013 and 2014.

7.1.(a)(1) Criminal check for HHM's 1-5 and SCG #4,5,6 had over 4 month lapse between 2/29/12 and 7/1/14. (on every 2 year cycle).

7.1.(d)(2)(A) Violation is over 10 years (1/13/05), previous exemptions.

Foster Family Home Reporting Changes [17-1454-10]

10.(4) In the household composition or structure of the home; and

Comment:

10.(4) Was not reported that 1 HHM moved out and 1 moved in.



Compliance Manager

Primary Care Giver

2/18/15
Date
2/18/2015
Date

Emerald Care LLC

94-436 Apowale Street, Waipahu, Hawaii 96797



March 18, 2015

Compliance Manager

Community Ties of America, Inc.
45-955 Kamehameha Highway, Suite 300
Kaneohe, Hawaii 96744

First of all, I would like to thank you for your recent visit to my family's Community Care Foster Family Home (CCFFH) on February 18, 2015. It was nice to meet you.

I am writing to address certain items that you referred to during your visit and listed them in the enclosed Corrective Action Report. I will provide explanation following each item:

In reference to [17-1454-7.1(a)(1)] Be subject to criminal history record checks in accordance with HRS section 846-2.7. Criminal check for HHM's 1-5 and SCG 4-6 had over 4 months lapse between 2/29/12 and 7/1/14 (on every 2 year cycle).

I apologize for the lapse. I did not intend to violate this rule. However, financial circumstances did not afford me to be timely in providing these important documents as payment is required at time of request. By 2/29/14, I had not been paid by the health plan for services rendered to our client for about 6 months, and I still had to wait until 7/1/14 when I finally received payment, which means I had not been paid for 10 months. Please see attached email communication between my billing agent and myself dated 7/1/14.

The billing agent mentions that the health plan had made payment via direct deposit on claims for services rendered from 9/2013 to 3/2014 on or around 6/27/14. However, in checking my financial institution on 6/30/14, funds were not yet available, which prompted me to contact my billing agent on 7/1/14. Upon checking my financial institution again on 7/1/14 and seeing that funds were finally available, I immediately fulfilled my duty to provide the required criminal history checks via the State of Hawaii government's e-crim website.

During your visit, you offered the suggestion of having emergency funds of at least 3 months. I thank you for your counsel as it is necessary when the health plan(s) don't pay on time. I assure you, I did have such a saving, but when 1 to 3 months goes by of not getting paid, savings need to be accessed to pay for other obligations enabling operations to be undisrupted. And obviously, when at least 6 months goes by, and in my case 10 months, income and expenditures become very tight. In any case, as a corrective action, I plan to continue to provide criminal history checks for all CG's and HHM according to policy, two years consecutive for any new CG's and HHM, and every two years after the initial two consecutive years for all CG's and HHM.

In reference to [17-1454-7.1(a)(2)] Be subject to adult protective service perpetrator checks if the individual has direct contact with a client. APS/CAN for CG's 1-6 and HHM 1-6 present for 2013 and 2015 rather than 2013 and 2014.

Again, I apologize, I didn't realize that CAN was also required for the first two years and every other year thereafter. Because APS/CAN is conjoined, rather than separated as APS and CAN, as a long-time CCFFH provider since 1998, I inadvertently assumed that we were not subject to the new policy because CAN was added to APS. It didn't seem as a separate item when it is written as APS/CAN. As a corrective action, I plan to provide APS/CAN for 2015 and 2016 to satisfy the first two years consecutive, then every other year thereafter, for all CG's and HHM.

In reference to [17-1454-7.1(d)(2)(A)] Pertaining to exemptions.

One of my CG's has violations over 10 years with previous exemptions. Thank you for your insight on the matter. At this time, you did not require any further corrective action, but thought to include attention to the matter in your report.

In reference to [17-1454-10.4] Pertaining to the household composition or structure of the home. It was not reported that 1 HHM moved out and 1 moved in.

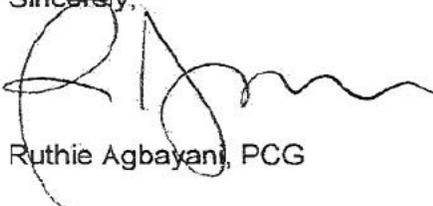
I apologize for the oversight in reporting. Although I made verbal notice via telephone, I realize I didn't do written notice by submission of disclosure forms. I am grateful for the revised disclosure form which specifically has a section for reporting household changes. As a corrective action, changes to my household of 1 HHM moving out and 1 HHM moving in was reported on a revised disclosure form during your visit. Furthermore, I will be sure to comply with policy on reporting household changes should there be any in the future using the revised disclosure form.

In reference to [17-1454-6(d)(1)] Compliance with all applicable requirements pertaining to 3-bed certification. Home visit review on 2/18/15.

Thank you, again, for your visit, as well as your consideration for one year renewal of 3-bed certification for our CCFFH. Thank you, also, for the opportunity to provide explanation on items of concern as indicated on the Corrective Action Report.

Have a wonderful day!

Sincerely,



Ruthie Agbayani, PCG