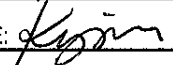


ADCC Name: Palolo Chinese Home ADCC

Community Ties of America, Inc
500 Ala Moana Blvd, Suite 7400
Honolulu, Hawaii 96813

Compliance Manager: Deborah Baumgart LPN

Address: 2459 10th Avenue
Honolulu, HI 96816

Adult Day Care Center (ADCC) Deficiency Report			
Date of Inspection: 05/04/2026		Date Plan of Correction is Due: 5/23/2026	Type of Inspection (circle one): RECERT or <u>ANNUAL</u> or NEW
Check Item	H.A.R. 17-1424 Chapter #	Chapter Heading	Rule # and Non-Compliant findings
OK	3	Application for Certificate of Approval	
	11	Administration	(4) Emergency information on each participant including: (C) Written consent to call another physician when the participant's regular physician cannot be contacted; Comment: 4 participant records were reviewed. No consent was present in any record.
	12	Personnel and Staffing	(a) A director's responsibilities shall include: (3) Designation of a staff member to be responsible for administration, whenever the director is absent for any part of the day. Comment: There was no written designation present of who is responsible whenever the director is absent for any part of the day. (c) Each center shall keep the following records: (1) A list of current staff members, including the staff members' training, work and other related experiences, and health records, as provided in section 17-1424-12; Comment: No staff records included information relative to the staff's work experience. No resume or job applications were present.
OK	13	Admissions	
OK	14	Participant Fees	
OK	15	Transportation	
OK	16	Services for Center Participants	
OK	17	Physical Location	
OK	18	Fire Protection	
OK	19	Other Disasters and Evacuations	
The CTA Compliance Manager has reviewed the above items with me and has provided me with a copy of this form. It is my responsibility to correct all items listed above and provide a written plan of correction to CTA within the timeframe stated above.			
☐ If this box is checked then I understand that I met all requirements and no Plan of Correction is required			
PRINT NAME: Kim Joy Aganon			
SIGNATURE: 		Date: 5/10/2026	
Compliance Manager Signature: 		Date: 5/9/2026	

CTA RN Compliance Manager: Deborah Baumgart

**Adult Day Care Center (ADCC)
Written Plan of Correction (POC)
HAR 17-1424**

Name on ADCC Certificate: Palolo Chinese Home Adult Day Care Center

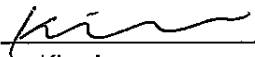
(PLEASE PRINT)

ADCC Physical Address: 2459 10th Ave. Honolulu HI 96816

(PLEASE PRINT)

Rule Number	Corrective Action Taken – How was each issue fixed for each violation?	Date each violation was fixed	Prevention Strategy – How will you prevent each violation from happening again in the future?
12(c)(1)	Effective immediately, the facility conducted a comprehensive audit of all employee personnel files to determine compliance with State of Hawaii requirements. As part of this corrective action: - All existing staff personnel files were reviewed for completeness. - Missing documentation (including background check results, fingerprint clearance, resumes, training records, and required certifications) was identified and obtained where possible. - Employees without complete required documentation were restricted from unsupervised participant care duties until compliance was verified. - Updated personnel file checklist forms were implemented to ensure consistency moving forward. - Staff were notified of documentation requirements and instructed to submit any missing items immediately.	5/5/2026	Measures to Prevent Recurrence 1. A standardized personnel file checklist has been implemented for all current and future employees. 2. No employee will begin work involving participant care without verified completion of: - o Background check clearance - o Fingerprinting clearance (as required by Hawaii regulations) - o Required training and certifications 3. The Administrator or designee will review all new hire files prior to final approval of employment clearance. 4. Quarterly personnel file audits will be conducted to ensure ongoing compliance and completeness. 5. Any missing or expired documentation identified will be corrected within five (5) business days. Monitoring Plan - The Administrator or designee will conduct quarterly audits of all personnel files. - Audits will verify presence of: - o Background check documentation - o Fingerprint clearance (when applicable) - o Training records - o Licenses and certifications - o Resume or employment history - Results will be documented and maintained for licensing review. - Any deficiencies identified will be corrected immediately

☒ All items that were corrected are attached to this POC

ADCC Signature: 

ADCC PRINT Name: Kim Agpoon

Date: 5/20/2026

☒ CTA has reviewed all corrected items

CTA RN Compliance Manager: Deborah Baumgart

**Adult Day Care Center (ADCC)
Written Plan of Correction (POC)
HAR 17-1424**

Name on ADCC Certificate: Palolo Chinese Home Adult Day Care Center

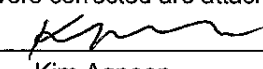
(PLEASE PRINT)

ADCC Physical Address: 2459 10th Ave. Honolulu, HI 96816

(PLEASE PRINT)

Rule Number	Corrective Action Taken – How was each issue fixed for each violation?	Date each violation was fixed	Prevention Strategy – How will you prevent each violation from happening again in the future?
12(a)(3)	Effective immediately, the facility has created and implemented an updated organizational responsibility form that clearly identifies: - The Program Director - The designated Backup/Acting Director - Contact information for both individuals - Chain of command during absences or emergencies The completed form has been placed in: - The administrative policy binder - Staff communication board - Emergency preparedness file All staff were notified of the updated designation on 5/6/26	5/8/2026	Measures to Prevent Recurrence To ensure continued compliance: 1. The Administrator will review director's designation of CTA Binder 2. Any staffing or leadership changes will be updated within 5 business days. 3. The policy manual has been revised to always require written designation of both the Director and backup coverage. 4. Annual staff training will include review of organizational structure and emergency leadership assignments.

☒ All items that were corrected are attached to this POC

ADCC Signature: 

ADCC PRINT Name: Kim Agpoon

Date: 5/20/2026

☒ CTA has reviewed all corrected items

CTA RN Compliance Manager: Deborah Baumgart

**Adult Day Care Center (ADCC)
Written Plan of Correction (POC)
HAR 17-1424**

Name on ADCC Certificate: Palolo Chinese Home

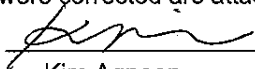
(PLEASE PRINT)

ADCC Physical Address: 2459 10th Ave. Honolulu, HI 96816

(PLEASE PRINT)

Rule Number	Corrective Action Taken – How was each issue fixed for each violation?	Date each violation was fixed	Prevention Strategy – How will you prevent each violation from happening again in the future?
11(4)	The facility immediately reviewed all current participant records to identify missing written consent forms authorizing staff to contact another physician when the participant's regular physician could not be reached. A new "Consent to Contact Alternate Physician" form was created and implemented for the program. Responsible parties and/or participants were contacted and informed of the requirement, and signed consent forms were obtained and placed in participant charts. The facility also updated the admission packet and emergency information section to include the new consent form requirement. Staff were informed of the updated process and instructed to verify that all emergency forms and physician contact authorization forms are completed upon admission and during annual chart reviews.	5/4/26	The facility will include the "Consent to Contact Alternate Physician" form in all new admission packets and annual participant updates. The Manager and designated staff will complete chart audits upon admission and quarterly thereafter to ensure all required emergency consent forms are current and complete. Staff will receive ongoing education regarding emergency procedures, participant emergency information requirements, and documentation compliance under HAR 17-1424. Any missing documentation identified during audits will be corrected immediately.

☒ All items that were corrected are attached to this POC

ADCC Signature: 

ADCC PRINT Name: Kim Agpoon

Date: 5/20/2026

☒ CTA has reviewed all corrected items