# **Recertification Report - CARF Accredited Organization**

Provider Name			Provider Number		Begin Cert Date	End Cert Date
FAMILY'S FIRST			113362400		9/30/2009	9/30/2010
Organizational Practices	Area of Survey	Findings & Identification of Noncompliance	As Evidenced By	Provider Retrained on:	Health, Safety, or Rights Issue?	Date QIP Due
	Staff Training (Wyoming Medicaid rules Chapter 45, Section 26)	In-Compliance	2 of 2 staff interviewed (100%) were able to articulate functional knowledge of participant specific information.		No	
	Staff Training (Wyoming Medicaid rules Chapter 45, Section 26)	In-Compliance	3 of 3 staff files (100%) contained documentation of CPR/First Aid certification, CPI certification, background checks, participant specific training, and qualifications for the service provided.		No	
	Staff Training (Wyoming Medicaid rules Chapter 45, Section 26)	Recommendation (Systemic)	3 of 3 staff files did not include documentation of all Division required modules.		No	10/5/2009
	Staff Training (Wyoming Medicaid rules Chapter 45, Section 26)	Recommendation (Focused)	While the provider's staff files had participant specific training, the documentation did not include title of the trainer, skin integrity, or medication side effects.		No	10/5/2009
	Emergency Drills (CARF 1.E.)	In-Compliance	5 of 5 (100%) of the sites reviewed had documentation of a variety of drills being run on a variety of shifts. The documentation included follow up on concerns when concerns were noted.		No	
	Emergency Procedures during Transportation (CARF 1.E.)	In-Compliance	1 vehicle was inspected and contained emergency procedures.		No	

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Internal Inspections (CARF 1.E.)	In-Compliance	5 sites were reviewed for internal inspections. All had documentation of internal inspections, per the provider's policies and per requirements.	No
External Inspections (CARF 1.E.)	In-Compliance	5 sites were reviewed for external inspections and contained documentation of external inspections, per the provider's policies and per requirements.	No
Progress made on prior DDD Survey recommendations	In-Compliance	The documentation review, interviews, and service observations provided evidence of progress in all areas of recommendations from the previous survey.	No
Progress made on prior CARF Survey recommendations	In-Compliance	The documentation review provided evidence of progress in all areas of recommendations from the previous CARF survey.	No
Incident reporting standards (Wyoming Medicaid rules Chapter 45, Section 30)	In-Compliance	2 of 2 staff interviewed (100%) were able to articulate functional knowledge of the Division's incident reporting process.	No
Incident reporting standards (Wyoming Medicaid rules Chapter 45, Section 30)	In-Compliance	The provider's current policy meets the applicable standards.	No
Complaint and Grievance (CARF 1.D.)	In-Compliance	The policy and procedure was reviewed and met applicable standards. The provider reports that no formal grievances were filed during the past year.	No
Rights of Participants (Wyoming Medicaid rules, Chapters 45, Section 26, CARF Section 1)	In-Compliance	The policy and procedure was reviewed and met applicable standards.	No

**Survey/Certification Staff Name:** Jenna Mulvaney, Provider Support Specialist

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Behavior Plans (0 Section 29)	Chapter 45, In-Compliance	2 Positive Behavior Support Plans were reviewed, and all met the applicable requirements.	No	
Restraint standard 45, Section28)	ds (Chapter Recommendation (Focused)	While the provider's policy addresses most of the areas of this standards it does not specifically address 'i' and 'j'.	No	10/5/2009
Transportation Re (CARF 1.E.9)	equirements In-Compliance	Through documentation review and vehicle inspection, the provider is meeting this standard.	No	

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the recommendation, and supporting documentation.

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Area of Survey	Findings & Identification of Noncompliance	As Evidenced By	Provider Retrained on:	Health, Safety, or Rights Issue?	Date Due	QIP
Implementation of Individual Plan of Care (Wyoming Medicaid rules Chapters 41, 42 and 43, Section 8)	In-Compliance	through a review of provider documentation, observation, and interviews with staff, participants,		No		
Implementation of Individual Plan of Care (Wyoming Medicaid rules Chapters 41, 42 and 43, Section 8)	Commendation	Since receiving services from the provider, Participant 1's instances of physical and verbal aggression have significantly decreased while his quality of life has increased.		No		
Releases of Information (CARF 2.B.)	In-Compliance	2 of 2 (100%) files reviewed contained releases that were specific to information being released, purpose of release, to whom, and were time limited.		No		
Emergency Information (CARF 2.B.)	In-Compliance	2 of 2 files reviewed (100%) contained thorough and complete emergency information.		No		
Objectives and goal tracking (Wyoming Medicaid Rules Chapter 41-43)	In-Compliance	In 2 of 2 files reviewed (100%), documentation of objective tracking was present.		No		
Billing and Documentation (Wyoming Medicaid Rules Chtr. 45 Sect. 27)	In-Compliance	In 2 of 2 files reviewed (100%), billing and documentation met the applicable standards.		No		_
	Implementation of Individual Plan of Care (Wyoming Medicaid rules Chapters 41, 42 and 43, Section 8)  Implementation of Individual Plan of Care (Wyoming Medicaid rules Chapters 41, 42 and 43, Section 8)  Releases of Information (CARF 2.B.)  Emergency Information (CARF 2.B.)  Objectives and goal tracking (Wyoming Medicaid Rules Chapter 41-43)  Billing and Documentation (Wyoming Medicaid Rules Chtr.	Implementation of Individual Plan of Care (Wyoming Medicaid rules Chapters 41, 42 and 43, Section 8)  Implementation of Individual Plan of Care (Wyoming Medicaid rules Chapters 41, 42 and 43, Section 8)  Releases of Information (CARF 2.B.)  Emergency Information (CARF 2.B.)  In-Compliance  In-Compliance	Implementation of Individual Plan of Care (Wyoming Medicaid rules Chapters 41, 42 and 43, Section 8)  Implementation of Individual Plan of Care (Wyoming Medicaid rules Chapters 41, 42 and 43, Section 8)  Implementation of Individual Plan of Care (Wyoming Medicaid rules Chapters 41, 42 and 43, Section 8)  Commendation  Implementation of Individual Plan of Care (Wyoming Medicaid rules Chapters 41, 42 and 43, Section 8)  Releases of Information (CARF 2.B.)  Releases of Information (CARF 2.B.)  In-Compliance  In-Co	Implementation of Individual Plan of Care (Wyoming Medicaid rules Chapters 41, 42 and 43, Section 8)  Implementation of Individual Plan of Care (Wyoming Medicaid rules Chapters 41, 42 and 43, Section 8)  Implementation of Individual Plan of Care (Wyoming Medicaid rules Chapters 41, 42 and 43, Section 8)  Commendation Since receiving services from the provider, Participant 1's instances of physical and verbal aggression have significantly decreased while his quality of life has increased.  Releases of Information (CARF 2.B.)  In-Compliance In-Compliance 2 of 2 (100%) files reviewed contained releases that were specific to information being released, purpose of release, to whom, and were time limited.  Emergency Information (CARF 2.B.)  In-Compliance In-Compliance 2 of 2 files reviewed (100%) contained through and complete emergency information.  Objectives and goal tracking (Wyoming Medicaid Rules Chapter 41-43)  Billing and Documentation (Wyoming Medicaid Rules Chtr.  In-Compliance In 2 of 2 files reviewed (100%), billing and documentation met the	Implementation of Individual Plan of Care (Wyoming Medicaid rules Chapters 41, 42 and 43, Section 8)  Implementation of Individual Plan of Care (Wyoming Medicaid rules Chapters 41, 42 and 43, Section 8)  Implementation of Individual Plan of Care (Wyoming Medicaid rules Chapters 41, 42 and 43, Section 8)  Commendation  Since receiving services from the provider, Participant 1's instances of physical and verbal aggression have significantly decreased while his quality of life has increased.  Releases of Information (CARF 2.B.)  In-Compliance  In-Compliance  Z of 2 (100%) files reviewed contained releases that were specific to information being released, purpose of release, to whom, and were time limited.  Emergency Information (CARF 2.B.)  In-Compliance  In-Compl	Implementation of Individual Plan of Care (Wyoming Medicaid rules Chapters 41, 42 and 43, Section 8)  Implementation of Individual Plan of Care (Wyoming Medicaid rules Chapters 41, 42 and 43, Section 8)  Implementation of Individual Plan of Care (Wyoming Medicaid rules Chapters 41, 42 and 43, Section 8)  Commendation  Since receiving services from the provider, Participant 1's instances of physical and verbal aggression have significantly decreased while his quality of life has increased.  Releases of Information (CARF 2.B.)  In-Compliance  In-Compliance

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Residential Services	Area of Survey	Findings & Identification of Noncompliance	As Evidenced By	Provider Retrained on:	Health, Safety, or Rights Issue?	Date Q Due	ĮΙΡ
	Organization maintains a healthy and safe environment – all service settings (CARF 1.E.10 Chapter 45, Section 23)		Through observation, interviews, and documentation review, the organization meets these standards.		No		
	Organization meets CARF Standards on Community Housing (CARF Section 4.J)	In-Compliance	Through observation, interviews, and documentation review, the organization meets these standards.		No		
	The organization meets the standards in Chapter 45, section 23)	In-Compliance	Through observation, interviews, and documentation review, the organization meets these standards. The provider maintains residential service sites that reflect the preferences and personal tastes of those living there.		No		
Other Services	Area of Survey	Findings & Identification of Noncompliance	As Evidenced By	Provider Retrained on:	Health, Safety, or Rights Issue?	Date Q Due	)IP
	Organization meets the standards for the service provided (CARF Standards and WMR Chapter 41-45)	In-Compliance	Through documentation review of respite services, the provider is meeting all applicable standards.		No		

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