



State of California—Health and Human Services Agency
Department of Health Care Services



MICHELLE BAASS
DIRECTOR

GAVIN NEWSOM
GOVERNOR

**CALIFORNIA DEPARTMENT OF HEALTH CARE SERVICES
HEIGHTENED SCRUTINY EVALUATION SETTING SUMMARY SHEET**

Home and Community-Based Services

SITE OVERVIEW

Heightened Scrutiny Identification Number	189
Provider Name	Helping Hands
Setting Name	Helping Hands
Setting Type	
Waiver(s) Served	
Setting Address	
Site Assessment Completion Date	8/29/2019
Heightened Scrutiny Summary Sheet Completion Date	6/9/2022
Expected Date of Compliance	6/30/2022

REASON(S) FOR HEIGHTENED SCRUTINY (HS)

- Setting is located in a building that is also a publicly or privately-operated facility that provides inpatient institutional treatment
- Setting is in a building located on the grounds of, or immediately adjacent to, a public institution

- Setting has the effect of isolating individuals receiving Medicaid Home and Community Based Services (HCBS) from the broader community of individuals not receiving Medicaid HCBS
 - Due to the design or model of service provision in the setting, individuals have limited, if any, opportunities for interaction in and with the broader community, including individuals not receiving Medicaid-funded HCBS
 - Setting restricts individual choice to receive services or to engage in activities outside of the setting
 - Setting is located separate and apart from the broader community without facilitating individual opportunity to access the broader community and participate in community services, consistent with an individual's person-centered plan



SETTING SUMMARY: COMPLIANCE OVERVIEW AND REMEDIATION STRATEGY

Setting is located in a building that is also a publicly or privately-operated facility that provides inpatient institutional treatment

Summary of Evidence	
Summary of Remediation Strategy	

Remediation Strategy Approved? Yes No

Remediation Start Date: _____

Remediation End Date: _____

Setting is in a building located on the grounds of, or immediately adjacent to, a public institution



Summary of Evidence	
Summary of Remediation Strategy	

Remediation Strategy Approved? Yes No

Remediation Start Date: _____

Remediation End Date: _____



Due to the design or model of service provision in the setting, individuals have limited, if any, opportunities for interaction in and with the broader community, including individuals not receiving Medicaid-funded HCBS

Summary of Evidence	<p>Individuals have limited access to the community and the site has blanket restrictions in place. Specifically, individuals are not allowed to leave the home without staff or family assistance. The setting is largely dependent on families to provide transportation. The site does not support participation in integrated community settings such as adult day or senior programs as they feel the individuals are unable to do so as a result of diagnosis. The setting does not support participation in either individual or group community activities as a part of their plan of services. Other restrictions include: individuals do not leave the setting except for off-site medical appointments, the backyard is surrounded by a fence with gates that are always locked, generic care plans, the assessor observed PHI/PII in the open and accessible, valuables are discouraged, money is discouraged, the provider does not support an individual's right to vote, individuals are not allowed in the kitchen and may not keep food or snacks in their rooms, doors are locked at night with no way for visitors or the individuals to enter the setting without staff support, private dining is discouraged, food restrictions, visitor restrictions, individuals are not allowed to answer the door to their home.</p>
Summary of Remediation Strategy	<p>The setting will provide transportation to individuals at specific times during the week. Each public program guide will be available on the setting computer and brochures about public transportation pickup and drop-off information will be posted and available. Prior to individuals moving in transportation needs will be discussed, to include those for non-medical needs as well as running errands, conducting business, and going out for pleasure. Transportation options will also be discussed at monthly meetings.</p> <p>Setting will have monthly meetings to determine what the individuals want to do as a group or individually. They will provide scheduled transportation to group outings and assist with single transportation for those who do not wish to join the group. In weekly meetings, the setting will discuss all options for individuals to engage with their community. These will be based on individuals' interests. Setting will create a schedule that includes days and times of activities.</p>



	<p>Setting will respect individual rights to privacy and have conversations about Protected Health Information (PHI) in private as well as distribute medications privately. Files will be stored securely and out of common areas. Locks will be installed on bathroom and bedroom doors, with only appropriate staff having keys and individuals will be given keys to their rooms. Setting will also create a policy for and offer lockboxes so individuals can store their personal belongings securely.</p> <p>Individuals are able to move around the yard and inside the home without restriction, and for those who cannot do so along, this will be documented in their ISP and based on assessed needs. Individuals will be given keys to the front door so they are not reliant on staff for reentry. Restrictions regarding keys will be based on an assessed need and documented in the ISP.</p> <p>Individuals have food and snacks available at all times, including in their rooms. Setting will provide personalized containers for each individual.</p> <p>Visitors will be allowed at all times and be asked to sign in/out for safety.</p>
--	--

Remediation Strategy Approved? Yes No

Remediation Start Date: 02/08/2022

Remediation End Date: 06/30/2022



Setting restricts individual choice to receive services or to engage in activities outside of the setting

Summary of Evidence	
Summary of Remediation Strategy	

Remediation Strategy Approved? Yes No

Remediation Start Date: _____

Remediation End Date: _____

Setting is located separate and apart from the broader community without facilitating individual opportunity to access the broader community and participate in community services, consistent with an individual's person-centered plan



Summary of Evidence	
Summary of Remediation Strategy	

Remediation Strategy Approved? Yes No

Remediation Start Date: _____

Remediation End Date: _____