

Health Regulation & Licensing Administration

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| STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION | (X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: CPA-035 | (X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____ | (X3) DATE SURVEY COMPLETED 04/28/2015 |
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| NAME OF PROVIDER OR SUPPLIER PSI III, INC | STREET ADDRESS, CITY, STATE, ZIP CODE 770 M STREET SE WASHINGTON, DC 20003 |
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| (X4) ID PREFIX TAG | SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION) | ID PREFIX TAG | PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY) | (X5) COMPLETE DATE |
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| S 000 | <p>Initial Comments</p> <p>An annual licensure survey was conducted on April 28, 2015. The sample sizes were sixteen (16) personnel records based on a census of twenty-three (23) employees, five (5) foster parent records based on a census of five (5) foster care families and eight (8) foster child records based on a census of eight (8) foster children.</p> <p>The survey findings were based on interviews and the review of records.</p> <p>Note: The below are abbreviations that may appear throughout the body of this report.</p> <p>Board of Directors - BOD Child-Placing Agency - CPA Child Abuse and Neglect Registry - CANR Criminal Record Check - CRC Director of Operations - DOO District of Columbia - D.C. Electronic Mail - e-mail Federal Bureau of Investigations - FBI Human Resources - HR Metropolitan Police Department - MPD Plan of Correction - POC Senior Team Coordinator - STC</p> | S 000 | | |
| S 011 | <p>1602.5 BOARD OF DIRECTORS</p> <p>Members of the Board shall be of good character as determined by letters of reference and criminal background investigations.</p> <p>This CONDITION is not met as evidenced by: Based on interview and record review, the CPA failed to show evidence that comprehensive criminal background investigations had been obtained for each member of its BOD, for two (2)</p> | S 011 | | |

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LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

TITLE

(X6) DATE

Monica B. Allen

President

6/22/15

Health Regulation & Licensing Administration

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| S 011 | <p>Continued From page 1</p> <p>of the five (5) current board members. (BOD #1 and BOD #2)</p> <p>The findings include:</p> <p>On April 28, 2015, at approximately 12:30 p.m., interview with the president revealed there had been no changes in membership on the CPA's five-member BOD since the previous licensure survey (June 10, 2014). On April 29, 2015, at 2:34 p.m., the president agreed to forward the letters of reference and CRCs for all BOD members via e-mail.</p> <p>On April 29, 2015 and May 1, 2015, the president submitted documentation of reference letters and CRCs for four (4) BOD members. Review of the documentation submitted revealed the following:</p> <p>I. There was no evidence that BOD #1 had obtained FBI and MPD background checks. BOD #1 had, however, obtained a D.C. and national CRC through a private vendor. [Note: The report, dated July 2, 2014, showed "no record found" either locally or in a national database.]</p> <p>II. There was no information made available for review for BOD #2. On May 1, 2015 (post-survey), at 2:45 p.m., the president reported by telephone that BOD #2, who lived out of state, was in hospital. The CPA did not have documentation of FBI and MPD background checks for BOD #2.</p> <p>This is a repeat deficiency.</p> <hr/> <p>Previously, the licensure report dated June 10,</p> | S 011 | <p>Clearances for BOD #1 are attached. Letters of reference for BOD #2 are attached. The clearances have been requested and we expect to receive by June 30, 2015.</p> <p>Corrective Actions: Effectively immediately, the Human Resources Department is responsible for ensuring that all board members get clearances every two years. The Director of Human Resources will send out reminder letters to board members. New board members will be required to have clearances and letters of reference before beginning to serve on the board.</p> | 5/30/15 |

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| S 011 | <p>Continued From page 2</p> <p>2014, included the following:</p> <p>On June 9, 2014, at 9:41 a m., review of the 2014 BOD roster revealed the names and title for each Board member. When asked to see the BOD's letter of references and background investigations, the DOTQA who facilitated the survey stated that she would contact the office to inquire about the BOD's files.</p> <p>On June 10, 2014, at 10:05 a m., interview with the DOP revealed that after talking with the DOTQA, confirmed that there were no letter of references and/or background investigations on file for the aforementioned BODs.</p> <p>At the time of the survey, there was no evidence that the CPA obtained letters of references and obtained FBI and MPD criminal background investigations for all members of its Board of Directors.</p> <hr/> <p>On June 26, 2014, the CPA submitted a POC that included the following: "Notification has been sent to the Board members..." The POC further indicated that the agency expected they would be in compliance with this regulation within ninety (90) days.</p> | S 011 | | 5/30/15 |
| S 096 | <p>1611.1(d) Personnel Records</p> <p>(d) Annual performance evaluations signed by both the employee and supervisor:</p> <p>This CONDITION is not met as evidenced by: Based on record review and interview, the agency</p> | S 096 | | |

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PSI III, INC **770 M STREET SE**
WASHINGTON, DC 20003

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| S 096 | <p>Continued From page 3</p> <p>failed to ensure that each employee's personnel file included an annual performance evaluation signed by both the employee and the supervisor, for two (2) of fifteen (15) staff who had been employed for over a year. (Staff #1 and #6)</p> <p>The finding includes:</p> <p>On April 28, 2015, beginning at 4:05 p.m., review of personnel records revealed that fifteen (15) of the sixteen (16) employees had been employed for two (2) years or longer. Of those fifteen (15) employees, there was no evidence that Staff #1 and Staff #6 had received annual performance evaluations. Staff #1 and his/her supervisor had signed an evaluation for the 12-month period ending June 6, 2013. Staff #6 had signed his/her evaluation for the 12-month period ending July 26, 2013.</p> <p>The DOO, who actively participated in the review of personnel files, stated that she would follow-up with the HR department. No additional information, however, was shared before the survey ended.</p> <p>On April 29, 2015 and May 1, 2015, the president submitted documentation; however, there was no evidence that either Staff #1 or Staff #6 had received a performance evaluation for the 12-month periods of June 2013 - June 2014 and July 2013 - July 2014, respectively.</p> | S 096 | <p>RESPONSE: 1611.1(d)</p> <p>As per PSI policy AS14 - Performance Appraisal - PSI conducts Annual Performance Appraisals for all Employees based on the initial date of Employment. The Performance Appraisal for Staff #1 and #6 was completed and submitted to PSI HR. Please see the attached Performance Appraisals for: Staff #1- and Staff #6 -</p> <p>The Human Resources staff send alerts to administrators/supervisors reminding them when performance appraisals are due. Disciplinary action will be taken against supervisors/administrators who do not comply. The HR Director will conduct Audits of the Personal Files quarterly to ensure that all Performance Appraisals and other required documents are filed in the individual HR Files.</p> | Ongoing |
| S 102 | <p>1611.1(j) Personnel Records</p> <p>(j) Criminal record (other than minor traffic violations):</p> <p>This CONDITION is not met as evidenced by:</p> | S 102 | <p>RESPONSE: 1611.1(j)</p> <p>PSI requires that all staff have the following Clearances, CANR- Initially and Annually, STATE & FBI CLEARANCE - Initially and every 2 years.</p> | 6/1/15 and ongoing |

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| S 102 | <p>Continued From page 4</p> <p>Based on record review and interview, the agency failed to ensure that each employee's personnel record included a current and complete CRC, for four (4) of sixteen (16) employee records reviewed, (Staff #3, #8, #9 and #12)</p> <p>The findings include:</p> <p>Review of personnel records on April 28, 2015, beginning at 3:48 p.m. revealed the following</p> <p>I. Staff #3, whose record indicated he/she was hired November 5, 2012, had obtained a CRC from the MPD on November 7, 2012. There was no evidence that he/she returned two (2) years later (November 2014) to request another CRC, as required by agency policy.</p> <p>The DOO, who actively participated in the review of personnel files, stated she thought Staff #3 had recently obtained a new CRC and she would follow-up with the HR department. No additional information, however, was available before the survey ended.</p> <p>II. Staff #8, who was hired in 1987, had obtained a CRC from a private firm on November 21, 2012. There was no evidence that he/she had requested a CRC from the MPD 2 years later (November 2014), as required by agency policy. In addition, the most recent CANR clearance report in Staff #8's file was dated February 14, 2014. According to agency policy, all staff were expected to obtain CANR clearances annually. There was no evidence he/she had obtained a more recent CANR clearance, in accordance with agency policy.</p> <p>The DOO indicated "we requested it... beginning of March" 2015. She further stated she would</p> | S 102 | <p>The Director of Human Resources is responsible for sending reminder letters and alerts to staff 60 days before the clearance is due, then again 30 days before the clearance is due. Disciplinary action will be taken against staff who do not comply.</p> <p>Please see attached Clearances:</p> <ol style="list-style-type: none"> 1. Staff #3 - CRC from MPD dated: 5/5/2015 (Police as well as FBI) 2. Staff #8 - CRC from MPD dated: 4/30/15 3. Staff #9 - FBI Clearance - dated: 10/29/14 4. Staff #12 - CRC from MPD - dated: 6/2/2015 | 6/1/15 and ongoing |

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| S 102 | Continued From page 5 follow-up with the HR department. No additional information has been received. III. Staff #9, who was hired June 13, 2011, had obtained an FBI national finger print clearance on October 25, 2012. Documentation showed that Staff #9 had initiated another FBI finger printing in October 2014, when he/she obtained a Maryland state clearance. There was no evidence that the CPA had received a report with the results of the FBI finger printing. The DOO stated that she recalled having sent Staff #9 "with three (3) or four (4) other people... maybe January of this year." She further stated she would follow-up with the HR department. No additional information has been received. IV Staff #12, who was hired in 1983, had obtained a CRC from the MPD on April 5, 2013. There was no evidence that he/she had requested a CRC from the MPD since then. The DOO stated that the employee "was supposed to go down... It could be in a package for us to pick-up." No additional information has been received. | S 102 | | | |
| S 464 | 1639.4(t) Foster Home Study (t) Clearance with the child abuse and neglect registry and record of criminal convictions, if any. This CONDITION is not met as evidenced by: Based on record review and interview, the CPA failed to ensure that each home study report included the findings of criminal record checks and clearances with the child abuse and neglect registry, for three (3) of the five (5) foster parent | S 464 | RESPONSE: 1639.4 (t) PSI reviewed the District of Columbia Municipal Regulations - Standards of Placement Care and Services for Child Placing - Regulations: 1639.4 PSI has revised the Foster Parent Home Study to include: (t) Background Clearances (u) Summary of Physical Examination of each person in the household. | 5/30/15 and ongoing | |

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| S 464 | <p>Continued From page 6</p> <p>files reviewed, (Parents #1, #2 and #5)</p> <p>The findings include:</p> <p>I. On April 28, 2015, beginning at 9:50 a.m., review of the home study report provided for Parent #1, dated April 8, 2015, revealed the report made no reference to FBI finger print, MPD or CANR background checks. Continued review of the parent's file, however, revealed documentation showing the results of the aforementioned background checks (dated September 3, 2014, September 3, 2014 and August 1, 2014, respectively). The record included similar documentation showing the results of background checks performed for two (2) other adults residing in the home.</p> <p>II. Continued review of the foster parent files on April 28, 2015, revealed that Parent #2's home study report, dated January 9, 2015, and Parent #5's home study report, dated January 10, 2015, also failed to include discussion regarding the aforementioned background checks.</p> <p>On April 28, 2015, at approximately 3:30 p.m., the STC stated she thought the social workers preparing the home studies for "kinship" foster care placements, such as those for Parents #1, #2 and #5, had not used the same format, or "template," as those used for other home study reports.</p> | S 464 | <p>(w) Summary of economic situation, including current source of income, assets and liabilities.</p> <p>(x) Discussion regarding Personal and Community Character Reference, Please see attached Revised Foster Parent Home Study. The Format is attached. RESPONSE: 1639.4(t) The Foster Parents Home Study when updated will be in the New Format to include Criminal Background and CPS Summary. (see attached Revised Home Study Format) RESPONSE: 1639.4(u) The Foster Parents Home Study, when updated, will be in the New Format to include Summary of Reports from Physical Examination of each person.</p> | 5/30/15 and ongoing |
| S 465 | <p>1639.4(u) Foster Home Study</p> <p>(u) A summary of reports from physical examination of each person in the household within six (6) months of the study which verifies that persons in the household do</p> | S 465 | | |

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| S 465 | <p>Continued From page 7</p> <p>not have communicable diseases, any specific illness, or disabilities which would interfere with the family's ability to parent a child;</p> <p>This CONDITION is not met as evidenced by: Based on record review and interview, the CPA failed to ensure that each home study report included a summary of physical examination reports verifying that within six (6) months of the study, each person in the household was clear of communicable disease, for three (3) of the five (5) foster parent files reviewed. (Parents #1, #2 and #5)</p> <p>The findings include:</p> <p>I. On April 28, 2015, beginning at 9:50 a.m., review of the home study report provided for Parent #1, dated April 8, 2015, revealed the report made no reference to physical examinations. Continued review of the parent's file, however, revealed documentation showing the results of the aforementioned health certificate. The record included similar documentation showing the results of physical examinations performed for two (2) other adults residing in the home.</p> <p>II. Continued review of the foster parent files on April 28, 2015, revealed that Parent #2's home study report, dated January 9, 2015, and Parent #5's home study report, dated January 10, 2015, also failed to include discussion regarding the aforementioned health certificates.</p> <p>On April 28, 2015, at approximately 3:30 p.m., the STC stated she thought the social workers preparing the home studies for "kinship" foster care placements, such as those for Parents #1, #2 and #5, had not used the same format, or</p> | S 465 | | |

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| S 465 | Continued From page 8 "template," as those used for other home study reports. | S 465 | | |
| S 467 | <p>1639.4(w) Foster Home Study</p> <p>(w) The applicants' economic situation including current sources of income, assets, and liabilities:</p> <p>This CONDITION is not met as evidenced by: Based on record review and interview, the CPA failed to ensure that each home study report included the applicant's economic situation (to include income, assets and liabilities), for three (3) of the five (5) foster parent files reviewed. (Parents #1, #2 and #5)</p> <p>The findings include:</p> <p>I. On April 28, 2015, beginning at 9:50 a.m. review of the home study report provided for Parent #1, dated April 8, 2015, revealed the report made no reference to the applicant's economic situation. Continued review of the parent's file, however, revealed documentation showing an outline of Parent #1's income and expenses.</p> <p>II. Continued review of the foster parent files on April 28, 2015, revealed that Parent #2's home study report, dated January 9, 2015, and Parent #5's home study report, dated January 10, 2015, also failed to include discussion regarding the applicant's economic situation (including income, assets and liabilities).</p> <p>On April 28, 2015, at approximately 3:30 p.m., the STC stated she thought the social workers preparing the home studies for "kinship" foster care placements, such as those for Parents #1,</p> | S 467 | <p>RESPONSE: 1639.4(w) The Foster Parents Home Study, when updated, will be in the New Format to include Economic situation including current source of income, assets and liabilities.</p> | 5/30/15 and ongoing |

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| S 467 | Continued From page 9 #2 and #5, had not used the same format, or "template," as those used for other home study reports. | S 467 | | |
| S 468 | 1639.4(x) Foster Home Study (x) A minimum of three (3) personal and community character references; This CONDITION is not met as evidenced by: Based on record review and interview, the CPA failed to ensure that each home study report included the findings of at least three (3) personal and community character reference checks, for three (3) of the five (5) foster parent files reviewed (Parents #1, #2 and #5) The findings include: I. On April 28, 2015, beginning at 9:50 a.m., review of the home study report provided for Parent #1, dated April 8, 2015, revealed the report made no reference to personal and community character reference checks. Continued review of the parent's file revealed no documentation showing the results of personal and community character reference checks. II. Continued review of the foster parent files on April 28, 2015, revealed that Parent #2's home study report, dated January 9, 2015, and Parent #5's home study report, dated January 10, 2015, also failed to include discussion regarding personal and community character reference checks On April 28, 2015, at approximately 3:30 p.m., the STC stated she thought the social workers preparing the home studies for "kinship" foster | S 468 | RESPONSE: 1639.4(x) The Foster Parents Home Study, when updated, will be in the New Format to include discussion on the Personal and Community Character Reference. | 5/30/15 and ongoing |

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| S 468 | Continued From page 10 care placements, such as those for Parents #1, #2 and #5, had not used the same format, or "template," as those used for other home study reports. | S 468 | | |