

Commonwealth of Virginia

Heightened Scrutiny Evidence Package

As required by 42 CFR 441.301 (c) (5) the Commonwealth of Virginia submits the request for CMS heightened scrutiny review.

Setting Information

Provider Name: Pleasant View	Setting Name: 1840 Buttonwood
Setting Address: 1840 Buttonwood Court Harrisonburg, VA 22802	Type of Setting: Supported Living (7 individuals)
Number of people served at the setting: 7	Number of individuals reviewed: 2

Waiver Service Information

Individuals in this setting use one of the three (3) DD Waivers available in Virginia.

Community Living (CL Waiver)

Family and Individual Supports Waiver (FIS)

Building Independence Waiver (BI)

Heightened Scrutiny Criteria Met

Prong 1: Setting is in a publicly or privately operated facility that provides inpatient institutional treatment.

Prong 2: Setting is in a building on the grounds of, or adjacent to, a public institution.

Prong 3: Setting has the effect of isolating individuals from the broader community.

Section One

Onsite Visit Observation and Assessment

Date(s) of onsite assessment and review: July 21, 2021

State Agencies that Conducted the Onsite Visit: Department of Medical Assistance Services (DMAS) and the Department of Behavioral Health and Developmental Services (DBHDS)

Number of State Agency Representatives who Completed Assessment: Five; 3 representatives from DMAS and 2 representatives from DBHDS

Description of Setting:

1840 Buttonwood Court Harrisonburg, VA 22802 is located in a suburban area of Virginia. This setting is located within walking distance to a few stores and restaurants and is located in a larger neighborhood with numerous other homes that are occupied by local community members. The setting is a building with four two-bedroom apartments. Each apartment contains 2 bedrooms, a full kitchen with all necessary appliances, a living room and a shared bathroom. These apartments do have a front and back door in each apartment; however, the back door that leads directly into the kitchen is used as the primary entrance door. In this setting, all apartments in this building are utilized by individuals who are receiving HCBS services. There are 3 apartments that have 2 individuals in each apartment and one apartment that has one bedroom utilized by an individual and the other bedroom is utilized as a staff-office. All bedrooms are decorated to the individuals liking and the shared apartment areas are decorated in a way that is desirable to both individuals in the apartment. There is one kitchen that it utilized as the main kitchen for the setting. Meaning, staff cook meals for all individuals in the setting in one kitchen and individuals can get their meals and take them back into their apartments.

This setting was originally brought to the state's attention for having an assumption of isolating individuals who are receiving services. This assumption was based on the co-location of this setting with an additional supported living apartment building (also owned and operated by Pleasant View) located directly next door to this setting. These settings do share staff between the 2 locations. However, based on the assessment of the staff and the ability for 75% of the apartments in the setting next door can be rented by general community members, it is believed this setting will reach full compliance by March 17, 2023.

This location does have sidewalks and stores/restaurants in walking distance. This includes: Dairy Queen and Food Lion. Within a short drive there are: local banks, a Dollar General, local bagel shops, several churches and multiple auto part stores.

Evidence included: interviews with staff and individuals, review of pictures, and an in-person tour completed on 7/21/2021.



Section Two

Evidence of Community Access to the Same Degree as Someone Who Does Not Utilize HCBS Services

The individuals who receive services from this setting do report having the opportunity to access their community. Several individuals maintain competitive employment in the Harrisonburg area including: Home Depot, Bridgewater Retirement Home, and Special Fleet Services.

The setting does have transportation available for community based activities. This includes mini-vans that can be driven by the staff on site. Community based places that are often visited include: Walmart, Target, Food Lion, Dollar General, and Dairy Queen for milkshakes. It is noted that the daily calendars do not reflect frequent community access. The provider will have to remediate this by incorporating more community based options for the individuals in the setting. More options will also increase the ability to develop natural supports. Of note, the COVID-19 public health emergency (PHE) has impacted the ability for individuals to access the community; however, based on the documentation review beginning in January 2020 there were limited community options prior to the PHE.

Individuals do enjoy hanging out on their back decks. However, if an individual wanted to leave the property the staff would accompany them.

Evidence included: Pictures of setting, In-person tour completed 7/21/2021, review of person-centered reviews, review of Activity Calendar, daily progress notes.

Section Three

Evidence of Privacy, Autonomy and Independence

The setting does have privacy standards including: bedroom doors with locks and individuals having keys, bathroom door locks, and front and back doors to the apartment. All individual and staff interviews confirmed that staff knock before entering all individual's apartments and bedrooms. The bathrooms have built in modifications including grab bars to promote privacy in the bathroom.

The setting does promote autonomy by way of encouraging competitive employment. The setting will provide transportation to and from work as needed to support the individuals in maintaining their employment. Furthermore, the setting does encourage autonomy by asking the individuals, in the house responsibility form, to fully engage in their person-centered planning meeting and communicating with staff any desired changes. Lastly, individuals report directing their own daily schedules and choosing their own daily activities. Several individuals enjoy watching TV, crafting, chatting with the other individuals in the setting, and completing puzzles. However, it has been noted by the state review team that the setting does not facilitate full independence in the apartment setting. As noted above, there is one designated kitchen in the setting that is used by the staff to make meals for the entire home. As such, the kitchens in the three other apartments are not used by the individuals. There were empty refrigerators and pantry spaces in the 3 apartments that are not used by the individuals. Encouraging greater independence and use of a kitchen space in a natural apartment setting are remediation items for this provider.

Evidence included: Pictures and tour of setting completed 7/21/2021. Interview with staff, person-centered reviews, individual support plans and daily progress notes. Interviews with individuals and staff. House responsibility form.

Section Four

Evidence of Choice and Freedom from Coercion and Restraint

The Virginia Informed Choice Form is completed at least annually with each individual by their assigned support coordinator/case manager. This form is kept on file stating the individual's choice to receive home and community based services and their choice of provider. Should an individual wish to change their services, the support coordinator/case manager would support the individual by looking at multiple other service choices and again completing the choice form (should another service or service provider be selected).

In addition to choice of services and providers, 1840 Buttonwood provides choice in: activities, clothing, food, individuals choose who they spend their days with while at home, and are able to select community activities.

Evidence Included: Virginia Informed Choice Form, Person-Centered Plans, Provider's Home and Community Based Services Policy, Interviews with staff

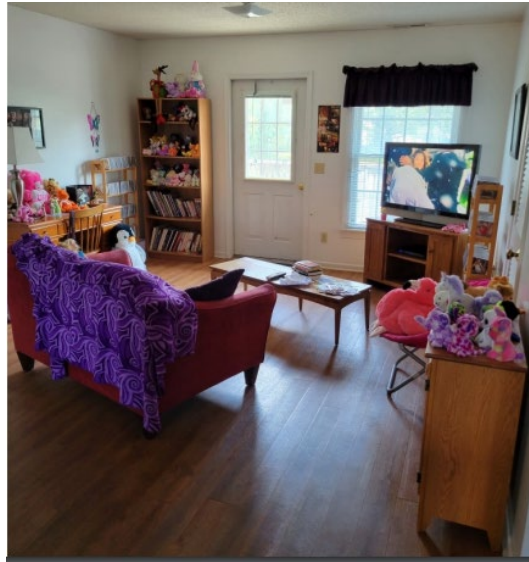
The provider utilizes a de-escalation training for all employees upon hire and annually thereafter. The program utilized is Ukeru. All staff reported that any kind of restraint is a violation of agency policy. When asked about the agency policy on coercion, staff were unable to provide any insight on how they avoid coercion or how to recognize signs that someone is being coerced. A re-training for all staff members will be required for this setting regarding coercion.

Evidence included: Orientation checklist for staff, Provider's Home and Community Based Services Policy, interviews with staff.

Section Five

Evidence of an Accessible Environment

The setting is accessible to all individuals in the program.



Evidence included: pictures and in-person tour completed on 7/21/2021

Section Six

Evidence of Participation in the Person-Centered Planning Process.

Individuals reported participating in their person-centered planning meeting. This included deciding where to hold the meeting, who should attend the meeting, picking their outcomes and voicing any needs for changes. In the event that an individual does not use words to communicate, the staff reported that the House Manager will ask for input from staff who know them well prior to the meeting and ask for feedback from the staff once the plan is drafted. Direct Support Staff did not report attending the meeting.

Evidence included: a review of the person-centered plan, interviews with staff and individuals, review of the provider's Home and Community Based Services Policy- Expectations for Person Centered Planning.

Section Seven (As applicable)

Evidence of Provider-Owned Residential Protections including: a lease agreement, access to food at any time, ability to have visitors at any time, a key to the dwelling, and the ability for the individual to decorate their bedroom.

Each individual does have a signed lease agreement; however, there is a clause that individuals must comply with all house rules. Upon review of the House Rules document, there are direct conflicts with several HCBS elements including:

1. Pleasant View does not condone sexual intercourse, oral sex, or fondling private parts between two unwed individuals. If you want to engage in sexual activity, please do so in the privacy of your bathroom or bedroom, without your roommate present.
2. You are expected to participate in activities during the day such as work,volunteering, and/or day placement if able

The provider will review their house rules and make edits for any rules in direct conflict with HCBS.

Individuals and staff were able to report that individuals can have visitors at any time. All individuals do have keys to their bedrooms and apartments. Individuals can decorate their bedroom and apartment to their liking. Several individuals reported getting new bedspreads and décor items as they request changes. There are two bedrooms in this apartment. As the individuals in this setting are married they can choose to use one or both bedrooms.

All individuals do not have access to food at any time. There is one kitchen in the setting that is fully-stocked. The other three settings do not have kitchens that are used (despite having fully-functional kitchens). As such, an individual would need to leave their apartment and go into their neighbor's apartment to get food or a snack. Lastly, there is an individual who requires a modification to the right to food at any time. While the provider did follow the Virginia Office of Human Rights requirements for this modification, the provider has not followed their internal HCBS modification process. The provider was missing a signed informed consent, regular review of the modification, and documentation of less-restrictive alternatives. The provider will need to comply with their own internal policy as a remediation requirement.

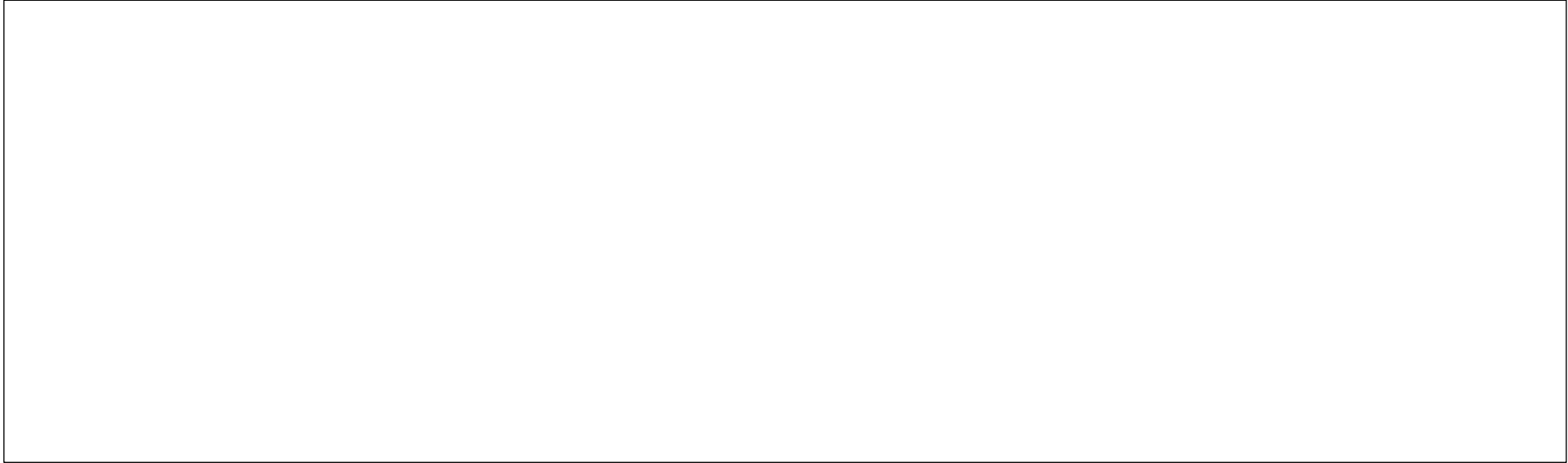
Evidence included: Provider house responsibility documents, Provider Home and Community Based Service Policy, signed lease agreements, person-centered plans, individual and staff interviews, in-person tour of setting completed 7/21/2021.



Section Eight

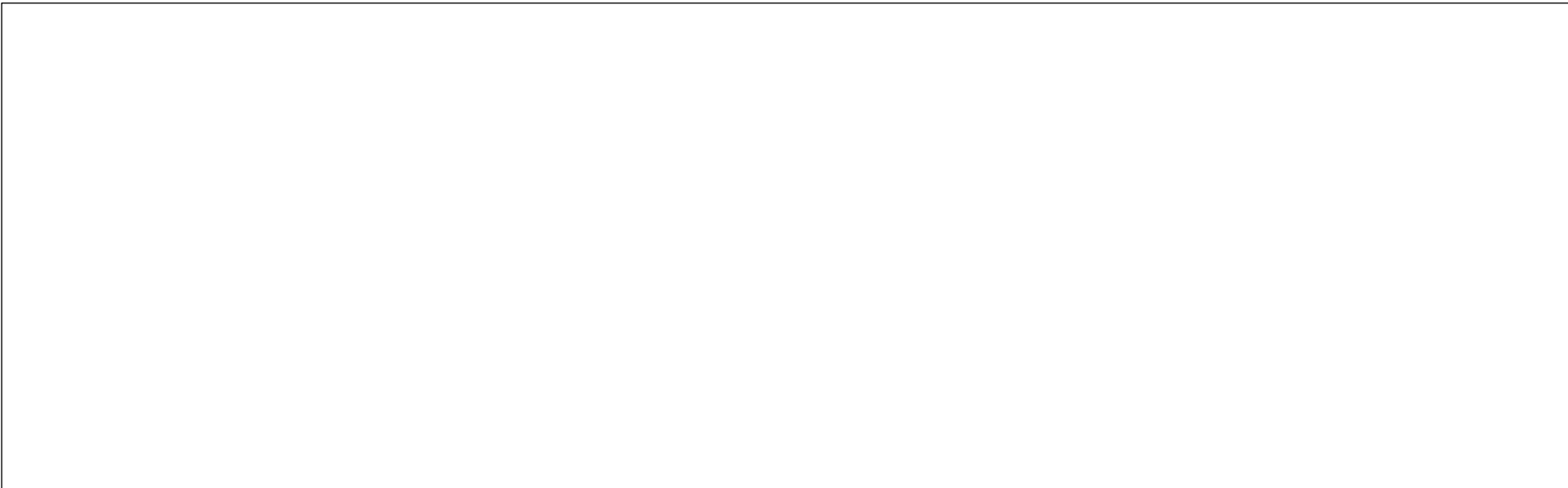
Public Comment Review Period:

Public Comments Summary

A large, empty rectangular box with a thin black border, intended for the public comments summary.

Section Nine

Summary of State Response to Public Comments

A large, empty rectangular box with a thin black border, intended for the summary of state response to public comments.

Attachment A:

Summary of Review Protocol Utilized by Virginia

Protocol Overview

The purpose of this protocol is to describe the processes, tools and timelines for the Commonwealth of Virginia Home and Community-Based Services (HCBS) Review Team to conduct a review of a statistically significant sample of the following home and community-based settings: Group Day Services, Supported Living, Sponsored Residential, Group Home and Group Supported Employment Services. The purpose of these reviews is to ensure the rights, dignity and autonomy of individuals enrolled in these programs are honored according to the HCBS Final Rule published in the Federal Register on January 16, 2014; effective March 17, 2014. The HCBS Final Rule establishes requirements for residential and nonresidential service settings in Medicaid waiver programs to ensure individuals receiving services through HCBS waiver programs have access to the benefits of community living and are able to receive services in the most integrated settings. This process is referred to as the provider on-site¹ settings review (OSR).

A HCBS Review Team is established from the Department of Medical Assistance Services (DMAS) and the Department of Behavioral Health and Developmental Services (DBHDS). Each review team consists of 2-4 state staff and may include a combination of representatives from DMAS and DBHDS. In preparation for each OSR, the HCBS Review Team assimilates findings from all provider self-assessment information entered into Research Electronic Data Capture (REDCap). The interview questions, documentation review and visual observations are based on the evaluation of compliance in the following six categories:

- *Community integration and engagement*
- *Autonomy, choice and control*
- *Friends and visitors*
- *Physical environment (Location, signage, accessibility)*
- *Privacy and respect*
- *Policies, procedures and practices (promotion of rights and integration)*

Settings Tours and Observations

Settings Tour

The HCBS Review Team conducts a walking tour of the physical environment to observe indicators of compliance/non-compliance. This includes but is not limited to the location, decoration, accessibility, signage and privacy. The settings tour occurs using the Provider Settings Review Tool

¹ As of 6/1/2020, an alternative, hybrid approach was added to this protocol. All references to OSR mean any method of review, in-person or virtual.

which includes questions for determining if the setting is fully integrated into the community; is accessible, which includes no obstructions or blocked doorways; is decorated according to individual preferences; has locks on the inside of bathroom and bedroom doors to allow privacy; and has signage without terms stating that people with disabilities receive services there.

Additionally, the HCBS Review Team determines whether:

- The home is on or adjacent to an institutional setting (heightened scrutiny)
- The home is isolated from the community and does not have the effect of isolating people from the community
- The home is integrated in and supports access to the greater community
- The environment is physically accessible

The HCBS Review Team also may take indoor and outdoor photographs of the building, signage, access doors, etc., as evidence in the setting's OSR file and to submit to CMS for heightened scrutiny review. For confidentiality purposes, no photos are taken of people.

For OSRs with virtual elements, the HCBS Review Team tours the setting through virtual means with the provider using a tablet or cell phone to offer a live, visual (FaceTime or other visual application) opportunity to observe the setting. The HCBS Review Team may request the provider submit photos taken (both indoors and outdoors) during the virtual tour. The Commonwealth may submit these photos to CMS as evidence for settings subject to a heightened scrutiny review. Photos do not include images of people.

The state may decide to follow-up with an in-person visit if only one state reviewer can participate in the virtual tour or if deemed necessary as determined by what is observed.

Settings Observations

The HCBS Review Team seeks to learn about the implementation of provider processes to assure community integration and engagement. The OSR involves discussion with staff, supervisors and leadership, and review of service documentation. Dependent upon the type of setting, the review may involve observation of active service delivery, such as day programs, residential supports or group supported employment. Where possible, the HCBS Review Team focuses discussions with those involved in the frontline application of the provider's service delivery processes. Observations and discussions with provider leadership, supervisors and managers occur in addition to rather than instead of discussions with direct line staff.

The HCBS Review Team makes observations and ask questions to determine:

- Individuals are provided choice, autonomy, and community engagement
- Individuals are provided choice regarding services and who provides them
- The individual has a lease or other legally enforceable agreement providing protections from eviction that tenants have under the landlord/tenant law of the state, county, city or other entity (for settings where landlord tenant laws do not apply, the state must ensure

that a lease, residency or other agreement provides protections that address eviction processes and appeals comparable to those provided under the jurisdiction's landlord tenant law). The agreement must include at a minimum the agreement length, payment information, use and return of security deposits, maintenance expectations, notice before entry into a unit, and conditions that could initiate an eviction and the process to terminate an agreement, evict a tenant/resident and the process to appeal an eviction. Additional information regarding the Virginia Resident Landlord and Tenant Law Act can be found [here](#).

- The individual has privacy in his or her unit, including lockable doors, choice of roommates and freedom to furnish or decorate the unit
- The individual controls his or her own schedule, including access to food at any time
- The individual can have visitors at any time
- The home is selected by the individual from among setting options
- Policies, procedures and practices promote HCBS rights and integration
- Staff competencies, training, and interactions promote rights of privacy, and respect, as well as freedom from coercion and restraint

Interview with Direct Service Providers, Volunteer and Supervisor

Interviews with staff and volunteers in the setting, including direct service providers and supervisors, are for the HCBS Review Team to learn about implemented practice and processes for assuring individual's experience with community integration, engagement, and autonomy. Additionally, the team asks questions relating to the physical aspects of the setting to determine how they assure the individual's understanding of their options to participate in general community activities with supports/services, including options for employment and where they live. Questions are to determine if individuals have privacy, understand their choice in roommates, and have the liberty to furnish and decorate the room/home in which they reside.

The HCBS Review Team focuses the interviews with staff who are directly involved in the frontline application of the provider's direct service delivery processes, including group home managers, DSPs, sponsored residential providers, day program managers and employment site managers and/or job coaches. Interviews with provider executive leadership and administrative staff occur separately, in addition to rather than instead of conversations with direct line staff. Interviews occur with individual staff and/or in groups to glean as much information from as many people as possible during the OSR. For settings with five or fewer staff, the HCBS Review Team asks all staff to participate in interviews. The HCBS Review Team interviews a 10% sample when the setting has six or more staff.

All staff interviews, regardless of role within the setting, include the following common elements to initiate the discussion:

- Introductions of the HCBS Review Team
- Introductions by the staff, including a short overview of their role with the setting
- An overview of the project and the purpose of the OSRs and the importance of the staff person's participation in the interview
- An overview of the interview process to include:

- An explanation that the interview is intended to be a fact gathering exercise and that notes are taken to inform the OSR to support the provider's goal of organizational compliance with the HCBS Final Rule
- A note that any references to HCBS individuals include the Authorized Representative/Guardian, as appropriate
- A request that the staff person provide candid responses to the questions to seek improvement with the provider's goal for organizational compliance with the HCBS Final Rule
- An opportunity for the provider or staff to ask questions about the process

The HCBS Review Team then uses the state-developed interview questions to facilitate the conversation and record responses. At the conclusion of the interview, the HCBS Review Team provides contact information for the Regional DMAS staff if the person wants to share additional information after the OSR. The HCBS Review Team concludes with an expression of thanks to the person for sharing valuable information and insights.

When conducting a 100% In-Person OSR, the HCBS Review Team selects staff who are present during the OSR for interviews. Otherwise, a selection of staff that regularly work in the setting receive a remote interview session. Virtual interviews occur by telephone, or teleconference, preferably using a webcam for visual participation (with applications such as FaceTime or Zoom Meetings). It is important to convey to the provider these interviews are private so that no other staff or supervisors are present in the room during the interview.

Interviews with Individuals Who Receive HCBS

The HCBS Review Team interviews individuals during the OSR to learn about their experience in the setting and what they understand about their options for services and supports outside the setting. A minimum of 25% of individuals receiving services in a setting are interviewed and no less than 2 individuals for smaller settings of 2-10 persons receiving services. The HCBS Review Team randomly selects individuals for interviews and provides a list of those individuals in the Provider Packet. Individuals receive information about the visit prior to the OSR via the Individual and Family Letter and Individual Interview Fact Sheet. Individual interviews occur outside of the presence of staff. The HCBS Review Team assures individuals that their responses are not shared with staff. Individual participation in an interview is optional. If an individual does not want to participate, the HCBS Review Team works with the provider to identify a replacement, if possible. The HCBS Review Team documents the number of individuals in each setting that refuses an interview.

The HCBS Review Team then uses the interview questions to facilitate the conversation and record responses. At the conclusion of an in-person interview, the HCBS Review Team provides contact information of Regional DMAS staff if the individual wants to share additional information after the OSR.

At the conclusion of a virtual interview, the interviewer verbally or visually (using a paper sign) provides contact information of Regional DMAS staff if the individual wants to share additional information after the interview. If able, the individual can write down the contact information. Other options for sharing this contact information include:

- Inviting the support person back into the room to assist
- Sending the contact information via email
- Sending the contact information via text message
- Mailing a postcard to the individual
- Adding the contact information to the Individual/Family letter prior to sending the provider packet

Regardless of OSR approach, individuals, or family/guardian, may choose to participate in the interview remotely. The HCBS Review Team collaborates with the provider to determine if individuals in the sample have the ability to consent to participation in a private, remote interview. The expectation is the individual can participate independently without assistance from staff other than to set up and start the phone/video call. At the start of a remote video interview, the interviewer will ask the individual if anyone has joined them in the room. If the response is affirmative, the interviewer will ask the individual to introduce their guest. At this time, the interviewer will determine if the guest will be participating in the interview; if yes, they will be asked to move into the video frame and in view.

Attachment B:

Full Evidence List

- REDCap Provider Self-Assessment
- Mission Statement
- HCBS Policy, Community Participation Policy, Provider policies in REDCap
- DSP Job Description
- HCBS staff training records
- Lease agreements signed by individuals
- HCBS rights disclosure form signed by individuals
- Person Centered Individual Support Plans
- ISP part V for all individuals reviewed
- Person Centered Quarterly Reviews for all individuals reviewed
- House Activity Calendar
- Individual Schedules
- House Rules Document
- Pictures of location
- Google Maps
- Daily and Monthly Notes for the period of 1/1/2020-1/31/2020
- Logs/Data sheets for 1/1/2020-1/31/2020
- Interviews with individuals and staff completed on 7/21/2021.

Attachment C:

Summary of Audit Findings

HCBS Standard	Rating
1. Integrated Setting supports access to the Community.	Partially Compliant
2. Individual Choice of Setting.	Partially Compliant
3. Individual Rights	Not Compliant
4. Autonomy	Not Compliant
5. Choice	Partially Compliant

Attachment D:

Provider Remediation Plan

Remediation Item	Completion Time Frame	Person(s) Responsible for Completion	Strategies to Address Remediation Item	Resources Needed to Complete	Notes
<p>Each individual has a signed lease agreement; however, there is a clause that individuals must comply with all house rules. Upon review of the House Rules document, there are direct conflicts with several HCBS elements including;</p> <p>Pleasant View does not condone sexual intercourse, oral sex, of fondling private parts between two unwed individuals. If you want to engage in sexual activity, please do so in the privacy of your bathroom or bedroom, without your roommate present.</p> <p>You are expected to participate in activities during day such as work, volunteering, and/or day placement if able.</p>	<p>Rules reviewed and updated by 11/30/2021.</p>	<p>Director of Residential Services and social work department</p>	<p>After input from individuals and SDM will revise House Rules to remove contradictory to HCBS language.</p>		

<p>From the interview it was found that staff do not understand the HCBS Rights as opposed to the DBHDS office of human rights. Staff interviewed</p>	<p>Training to be completed by 10/11/2021. All DSP to</p>	<p>Director of Program Integrity and Director of Human Resources</p>	<p>PVI will revise human rights training and expand coverage regarding HCBS and coercion.</p>	<p>Training will be online with DSP completing a test to confirm completion.</p>	
---	---	--	---	--	--

<p>reported that they did not received training, and were not familiar with the term coercion. Staff and individuals mentioned visiting hours and an authorized list of visitors, but were unable to provide the times for visitation.</p>	<p>complete updated training by 12/11/2021. Current and ongoing</p>	<p>Program Manager and DSP</p>	<p>PVI will continue to keep a visitor's log that is completed with the time and date of each visit as well as the name of the visitor.</p>		
--	--	--------------------------------	---	--	--

<p>Individuals reported participating in the person-centered planning meeting. This included deciding where to hold the meeting, who should attend the meeting, picking their outcomes and voicing any needs for changes. In the event that an individual does not use words to communicate, the staff reported that the House Manager will ask for input from staff who know them well prior to the meeting and ask for feedback from the staff once the plan is drafted. Direct Support Staff did not report attending the meeting.</p>	<p>Ongoing</p>	<p>Program Manager and DSP</p>	<p>DSP will continue to provide Program Manager with pertinent information for ISP meetings and provide feedback for plans. DSP will attend annual meetings when available.</p>		<p>***Recommendation***</p>
---	----------------	--------------------------------	---	--	-----------------------------