



Newsletter

April 25, 2018

Community Care Foster Family Home Program

Aloha CCFFH Operators,

Below are updates and specific information about the CCFFH program that you need to be aware of. A copy of this newsletter can be found on our website using the link to the right. You are responsible for reading and adhering to the content.

Scam Alert

Independent care homes are being targeted by a telephone scam.

The caller impersonates a hospital patient care coordinator (discharge planner) attempting to arrange placement for a hospital patient. The scam artist shares a story with the caregiver, about a sick relative, in the Philippines and requests money. They can be impersonating a health plan representative as well. **DON'T FALL FOR THIS SCAM!**

If you are aware of, or have received such a call, please immediately report it to local law enforcement

*****Scam Alert***
CTA Office Operations
Door Locks and Home Accessibility**

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ABOUT COMMUNITY TIES OF AMERICA, INC.

Community Ties of America, Inc. provides licensure and certification on behalf of the State of Hawaii, Office of Health Care Assurance

Our website address to find forms, information and helpful tools:

<http://comties.com/HIforms.html>

OHCA website for posted surveys

<http://health.hawaii.gov/ohca/inspection-reports/>

CTA Office Operations

Office Address: 500 Ala Moana Blvd, Suite 7-400, Honolulu, HI 96789 (Restaurant Row)
Hours: 8am-430pm Monday through Friday excluding all State Holidays.

The office is staffed only by a front desk receptionist who cannot answer program or form questions. If you have any questions regarding the CCFFH program or if you would like to make an appointment to meet with the Operations Manager or one of the RN Compliance Managers, please call us at 808-234-5380.

You may drop off items to the front desk or mail items. However, it is best to fax all paperwork to our office at 808-234-5470 for quicker processing.

If you fax your paperwork, you should see that your fax machine says it was "sent." Our fax line is an electronic system and not a physical fax machine. We received hundreds of pages of information daily and it takes time to get through all of them, we ask that you please **DO NOT** call our office and ask if we received your fax.

All applications received will be processed in accordance with the processing times below. Please allow at least three weeks before calling the office to ask about the status of any application.

SCG approvals - will be processed within 30 days

Applications - are reviewed within 14 days and we have up to 60 days from the date of a complete application to approve or deny them. Incomplete applications will be

disposed of after 30 days.

Complaints - will begin investigation within 10 days

Locks on Doors

Client bedroom doors and bathroom door locks must allow for privacy, safety and cannot be used as a restraint. The locks must be able to be locked from the inside by the client for privacy.

Locks CANNOT, under any circumstances, be locked from the outside, which could allow for clients to be locked into their rooms without being able to easily get out. This is considered a restraint and is a safety hazard. Any locks found by CTA that are able to be locked from the outside on bedroom and bathroom doors will be a violation of the Hawaii Administrative Rules (HARs) for home safety.

Per My Choice, My Way and the Final HCBS Federal Rules, all clients have the right to privacy and to be able to lock their room and bathroom door, if they so choose. The caregiver should have the ability to open the door in the event of an emergency. Caregivers have been informed during MedQuest meetings that door locks should be of single action lock (push button locks). They are virtually a panic-proof lock for both client and caregiver. They are also called interconnected locksets.

Home Entrance Accessibility - Effective last September 1, 2017, every CCFFH home must be accessible to Emergency Services/CTA/DOH/APS/Long term care ombudsman and all visitors. If your CCFFH is surrounded by a locked fence or gate, or if the

entrance is chained or otherwise limits access to visitors, it will be considered a violation of the HARs unless it has been made accessible.

There must be someone, **at all times**, who can allow quick access, **within a couple of minutes**, into the CCFFH, **AND** there must be someone available to get everyone out quickly in case of a fire or emergency.

CTA recommends an intercom system, doorbell or something that will announce visitors and allow them quick and easy access into the CCFFH.

Any unannounced visit to a CCFFH that is made by CTA, State Department Representatives, or other authorized officials, must be provided access within a few minutes. Any delay in entry will find the PCG in violation of the HAR.

If there is no answer at the door and it is believed that a client is in the CCFFH without an approved caregiver, law enforcement may be called.

All SCGs and HHMs are required to let visitors, announced and unannounced, into the CCFFH without delay.

Mahalo,

Angel England, RN
Operations Manager



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