

# HCBS Final Rule Evidentiary Package

St John Home Care LLC



## Setting information

Setting name: St John Home Care LLC	ID number: 30756
Street address: 1502 Archwood Rd, Minnetonka MN 55305	Phone: 952-300-1067
Website, if applicable: <a href="https://m.stjohnhome.com">https://m.stjohnhome.com</a> ( <a href="https://m.stjohnhome.com">https://m.stjohnhome.com</a> )	Date of site visit: 2/22/2019

## Waiver service type

Waiver service	Service type:
<input type="checkbox"/> Alternative Care (AC) <input checked="" type="checkbox"/> Elderly Waiver (EW) <input checked="" type="checkbox"/> Brain Injury (BI) <input checked="" type="checkbox"/> Community Access for Disability Inclusion (CADI) <input type="checkbox"/> Community Alternative Care (CAC) <input type="checkbox"/> Developmental Disabilities (DD)	Customized living

## Reason for heightened scrutiny

Prong type	Category	Type of setting
Prong 3 Effects of isolating characteristics	Effect of isolating characteristic	Choose an item.

Note: The term people/person (resident for residential settings) refers to people who receive Medicaid HCBS waiver service(s).

## General summary

St John Home Care LLC is located in the western metro suburb of Minnetonka. The population of Minnetonka was 49,734 at the 2010 U.S. census. St John Home Care LLC is located near the intersection of 2 major freeways in a suburban residential neighborhood. Nearby are parks and a nature area, a park and ride, a small shopping center, restaurants, and local businesses, medical offices and a credit union. St John Home Care serves 6 people at this setting.

## Customized living provider standards/qualifications

Licensure requirements and other state regulations for customized living services clearly distinguish these services/settings from institutional licensure or regulations.

Customized living services are provided in housing with services establishments with the service provider directly licensed as a comprehensive home care provider by the Minnesota Department of Health. Customized living services provide an individualized package of

regularly scheduled health-related and supportive services provided to a person who resides in a qualified, registered housing with services establishment.

## Customized living service definitions that support the setting requirements

Customized living (CL) and 24-hour CL services include component services designed to meet the person's assessed needs and goals. Individualized CL services may include supervision, home care aide tasks (e.g., assistance with activities of daily living), home health aide task (e.g., delegated nursing tasks), home management tasks, meal preparation and service, socialization, assisting enrollees with arranging meetings and appointments, assisting with money management, assisting participants with scheduling medical and social services, and arranging for or providing transportation. If socialization is provided, it must be part of the service plan, related to established goals and outcomes and not diversional or recreational in nature.

For more details about the component services, including what is covered and distinctions between each see [Customized Living Component Service Definitions, DHS-6790H \(PDF\)](https://edocs.dhs.state.mn.us/lfserver/Public/DHS-6790H-ENG) (<https://edocs.dhs.state.mn.us/lfserver/Public/DHS-6790H-ENG>).

Minnesota's Community Based Services Manual (CBSM) provides the requirements for [customized living services](http://www.dhs.state.mn.us/mainid_001787) ([http://www.dhs.state.mn.us/mainid\\_001787](http://www.dhs.state.mn.us/mainid_001787))

## Prong 3 settings

Overcoming the presumed effects of isolating individuals receiving HCBS from the broader community

States must submit strong evidence that the setting presumed institutional has the characteristics of a HCBS setting and not an institutional setting

Determination	Summary
<input checked="" type="checkbox"/> Met <input type="checkbox"/> Unmet <input type="checkbox"/> Not applicable	<p><b>People are involved in planning community engagement opportunities</b></p> <p>The administrator and staff reported formal and informal strategies to assess people’s interests and preferences. People are asked about their preferred community engagement, interests and activities when they move in and during annual assessments. The input shared is used to create a community activities calendar.</p> <p>Informally, staff engage people in daily conversation to explore new, unplanned ideas they would like to do. Staff and administrator reported people express what they want to do and, “are vocal about it”. St. John’s Home Care also shares copies of local city recreation and community programs brochures and contact information.</p> <p>The administrator reported staff are available specifically to provide transportation and support for people to access accessing their preferred community activities. Additionally, the administrator reported there is a house cell phone with pre-paid Uber funds loaded into the app to support people in scheduling their own transportation and attend events and activities independently.</p> <p>Transportation options are company vehicle, bus, Uber, family and Metro Mobility. Although there was no observable transportation information posted, people interviewed reported that staff will help them make arrangements for transportation. People reported they use Metro Mobility, walk, and have a local park and ride option nearby.</p>
<input checked="" type="checkbox"/> Met <input type="checkbox"/> Unmet <input type="checkbox"/> Not applicable	<p><b>There are routine opportunities to participate in activities that take place in integrated community settings</b></p> <p>The administrator and staff reported that people are able to choose to participate in group events or independent activities The administrator reported if there are fees required for an activity and a person has run out of money, they can request funds from staff to ensure they can continue to participate in activity. There is a calendar with a daily activities available that is posted inside of the activities closet and each person receives a copy. A person is free to choose one of the listed options or other options they think of.</p>

Determination	Summary
<input checked="" type="checkbox"/> Met <input type="checkbox"/> Unmet <input type="checkbox"/> Not applicable	<p><b>Interests and preferences are supported at an individual level and can be individualized to the site</b></p> <p>The administrator reported people are free to control their daily schedule. People have the choice to determine when staff provide support. The administrator reported activities are flexible and people’s schedule and preferences take priority from planned activities.</p> <p>There are weekly meetings, typically after a meal, where people share what activities they would like to do during the next week. People are free to choose which activities are planned and staff assist to support people in attending their preferred activities. The administrator reported they have extra staff available who are dedicated to supporting each person’s preferred choice for community activities. If each person prefers different activities, having extra staff available ensures increased opportunities that a person is able to attend their preferred activity.</p> <p>A person reported they participate in activities as often as they prefer and the other person would like to participate less than one time/week. People are free to choose what each day looks like and who to interact with. A person interviewed reported that they prefer to remain home and they are able to do that. Another person interviewed goes out on community activities less than once a week. Another person interviewed reported they went shopping with a family member three days ago and can choose what each day looks like.</p> <p>(Note: the onsite visit occurred in <a href="#">February following a series of snow storms</a> and shortly after the <a href="#">2019 Polar Vortex in late January</a> ).</p>

## Community engagement opportunities and experiences

St. Johns Home Care offers opportunities throughout each week for persons supported to interact with the broader community individually and in groups. Staff encourage people to participate in scheduled activities or planned-in-the-moment activities when a person has different ideas. Weekly, an informal meeting is held to create space for people to share their preferred activities during the upcoming week. This information is used to create a weekly activities calendar supplementing the monthly calendar. Some community activities reported by staff and people include:

- Movies
- Concerts
- Bowling

- Shopping
- BBQ in the park
- Walks
- Events with friends and family
- Museums
- Art studio
- Restaurants
- YMCA / gym
- Local city’s park and rec events

Staff encourage people to share their ideas and preferences, supporting flexible options and individual autonomy. People’s individual preferences are respected and individuals are asked what they would like to do. People are free to choose which community activities are planned and staff assist to support people in attending their preferred activities. Onsite activities include exercise videos, card games, board games, art and drawing, and puzzles.

Extra staff are scheduled to specifically support each person’s preferred choice for community activities. The extra staff available also provides increased opportunities for each person to attend their preferred activity individually. This staff accommodates in-the-moment ideas a person has for unplanned community activities by supporting the person in securing transportation, identifying and coordinating adjustments needed in the person’s daily cares, and collaborates with the person to work out any additional logistics.

## HCBS characteristics

This section is a summary of the individual HCBS characteristics required in the HCBS rule. The findings for each characteristic are identified through the setting attestation documentation, on-site observation or both.

HCBS Rule requirement	Compliance status (please select)
<p><b>Each person at the setting has a written lease or residency agreement in place providing protections to address eviction processes and appeals.</b></p> <p><input checked="" type="checkbox"/> Compliant documentation submitted with attestation</p> <p><input checked="" type="checkbox"/> Observation made during on-site visit</p> <p>One person interviewed reported that they “signed it this morning.” Each person has a signed lease and can request a copy at any time.</p>	<p>Compliant</p>

HCBS Rule requirement	Compliance status (please select)
<p><b>Each person at the setting has privacy in his/her sleeping or living unit including a lockable door.</b></p> <p><input checked="" type="checkbox"/> Compliant documentation submitted with attestation</p> <p><input checked="" type="checkbox"/> Observation made during on-site visit</p> <p>A person interviewed reported that they can lock their bedroom door. Locks on bedroom doors were observed.</p>	Compliant
<p><b>The setting facilitates that a person, who shares a bedroom, is with a roommate of their choice.</b></p> <p><input checked="" type="checkbox"/> Compliant documentation submitted with attestation</p> <p><input checked="" type="checkbox"/> Observation made during on-site visit</p> <p>A person interviewed reported that they do not share their bedroom.</p>	Compliant
<p><b>The setting provides people with the freedom to furnish and decorate their bedroom and living unit within the lease or residency agreement.</b></p> <p><input checked="" type="checkbox"/> Compliant documentation submitted with attestation</p> <p><input checked="" type="checkbox"/> Observation made during on-site visit</p> <p>A person interviewed reported that they can decorate their room as they wish. We observed décor unique and specific to the person’s preferences and style.</p>	Compliant
<p><b>The setting provides people the freedom and support to control their daily schedules including access to food at any time.</b></p> <p><input checked="" type="checkbox"/> Compliant documentation submitted with attestation</p> <p><input checked="" type="checkbox"/> Observation made during on-site visit</p> <p>The administrator and staff reported food and snacks are available at any time. Staff report that there are no restrictions on when, how often, or how long people can go out. A person interviewed reported that they are able to control their schedule and choose what to do on a daily basis.</p>	Compliant

HCBS Rule requirement	Compliance status (please select)
<p><b>The setting allows people to have visitors at any time.</b></p> <p><input checked="" type="checkbox"/> Compliant documentation submitted with attestation</p> <p><input checked="" type="checkbox"/> Observation made during on-site visit</p> <p>A person interviewed reported that they can have visitors at any time. During the site visit, no visitors were observed.</p>	Compliant
<p><b>The setting provides opportunities for people to seek employment and work in competitive integrated settings.</b></p> <p><input checked="" type="checkbox"/> Compliant documentation submitted with attestation</p> <p><input checked="" type="checkbox"/> Observation made during on-site visit</p> <p>A person interviewed reported that they have a job. Staff report that 3 of 6 people work. Staff accommodate people who work by providing and/or coordinating transportation, helping the person get ready for work, providing a flexible service schedule to accommodate their work schedule, providing reminders to pack meds and packing food as needed.</p>	Compliant
<p><b>The setting is physically accessible to the individual.</b></p> <p><input checked="" type="checkbox"/> Compliant documentation submitted with attestation</p> <p><input checked="" type="checkbox"/> Observation made during on-site visit</p> <p>A person interviewed reported that they are able to access all areas of their home.</p>	Compliant
<p><b>The setting provides people opportunities to access and engage in community life.</b></p> <p><input checked="" type="checkbox"/> Compliant documentation submitted with attestation</p> <p><input checked="" type="checkbox"/> Observation made during on-site visit</p> <p>A person interviewed reported that they participate in community events as often as they wish.</p>	Compliant
<p><b>The setting supports the person's control of personal resources.</b></p> <p><input checked="" type="checkbox"/> Compliant documentation submitted with attestation</p> <p><input checked="" type="checkbox"/> Observation made during on-site visit</p> <p>A person interviewed reported that they have control of their personal resources.</p>	Compliant

HCBS Rule requirement	Compliance status (please select)
<p><b>The setting ensures people’s right to privacy.</b></p> <p><input checked="" type="checkbox"/> Compliant documentation submitted with attestation</p> <p><input type="checkbox"/> Observation made during on-site visit</p>	Compliant
<p><b>The setting ensures people’s dignity and respect.</b></p> <p><input checked="" type="checkbox"/> Compliant documentation submitted with attestation</p> <p><input checked="" type="checkbox"/> Observation made during on-site visit</p> <p>The site visitor observed staff treating people with dignity and respect. People interviewed reported the overall quality was what they expected.</p>	Compliant
<p><b>The setting ensures people’s freedom from coercion and restraint.</b></p> <p><input checked="" type="checkbox"/> Compliant documentation submitted with attestation</p> <p><input checked="" type="checkbox"/> Observation made during on-site visit</p> <p>The site visitor observed no signs of coercion or restraint. People were moving about inside and outside the setting.</p>	Compliant
<p><b>The setting optimizes individual initiative, autonomy, and independence in making life choices, including daily schedule and with whom to interact.</b></p> <p><input checked="" type="checkbox"/> Compliant documentation submitted with attestation</p> <p><input checked="" type="checkbox"/> Observation made during on-site visit</p> <p>A person interviewed reported that they participate in community activities as often as they prefer, and another person interviewed reported that they can stay home if they choose. A person interviewed reported they choose what to do each day and staff support them “to make it happen.” Staff report that people go out on their own daily.</p>	Compliant

Pictures of the HCBS setting



**Event Calendar**

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
10:00AM Morning Stretch 10:30AM Board Games 11:00AM Connect with color 11:30AM Memory Card game 12:00PM Puzzle	10:00AM Morning Stretch 10:30AM Board Games 11:00AM Connect with color 11:30AM Memory Card game 12:00PM Puzzle	10:00AM Morning Stretch 10:30AM Board Games 11:00AM Connect with color 11:30AM Memory Card game 12:00PM Puzzle	10:00AM Morning Stretch 10:30AM Board Games 11:00AM Connect with color 11:30AM Memory Card game 12:00PM Puzzle	10:00AM Morning Stretch 10:30AM Board Games 11:00AM Connect with color 11:30AM Memory Card game 12:00PM Puzzle	10:00AM Morning Stretch 10:30AM Board Games 11:00AM Connect with color 11:30AM Memory Card game 12:00PM Puzzle	10:00AM Morning Stretch 10:30AM Board Games 11:00AM Connect with color 11:30AM Memory Card game 12:00PM Puzzle

