

Division of Quality Improvement

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June 27, 2012

Mr. Dana Magee, Executive Director
Community Resources for the Developmentally Disabled
3450 Victory Boulevard
Staten Island, NY 10314

Re: Early Alert Notice

Dear Mr. Magee:

In order to ensure that New York State (NYS) citizens with developmental disabilities receive appropriate services and protections, the Office for People with Developmental Disabilities (OPWDD) has established an internal Early Alert Committee. The committee is made up of OPWDD senior leadership and managers. The purpose of the Early Alert process is to monitor the performance of a provider that has been unable to sustain compliance with applicable laws and regulations

The purpose of this letter is to notify you that Community Resources for the Developmentally Disabled (CRDD) is being placed on Early Alert. The placement of CRDD on Early Alert is due to the results of the survey conducted on 05/25/2012 at the Individualized Residential Alternative (IRA) located at 4023 Richmond Avenue, Staten Island, NY 10312. During that survey, repeat issues were cited in the area of incident management. Serious issues in the area of protective oversight were also cited. As a result of that survey, a forty-five (45) day letter was issued identifying serious and/or systemic issues in the noted areas of incident management and protective oversight as well as in the areas of medication administration, consumer rights, personal allowance management and staff training. The Protective Oversight issues are significant in that negative outcomes were identified for two individuals receiving services at the IRA. In addition, failure to ensure that appropriate Incident Management has taken place has resulted in the issuance of deficiencies at various sites within the past year. Examples include the following:

- 1) Failure to implement the approved POCA from the 6/21/2011 survey has led to the issuance of a repeat deficiency in the area of Incident Management at the IRA located at 4023 Richmond Avenue, Staten Island, NY on 5/25/2012.
- 2) For the IRA located at 250 Beement Street surveys conducted on 2/18/11 and 3/29/12 resulted in deficiencies in the area of incident management. For example, the agency failed to properly and thoroughly investigate incidents, they failed to properly classify incidents and the incident review committee failed to conduct a thorough review of all incidents.
- 3) In addition, systemically across IRA's located at 750 Page Avenue – survey date 1/17/12, 149 Sharrott Avenue – survey date 4/27/12, 78 Selkirk Street – survey date 1/27/12, deficiencies were identified due to the agency's failure to thoroughly investigate injuries of unknown origin.

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While CRDD is on Early Alert, appropriate staff of the Division of Quality Improvement (DQI) will work with you to address the issues so that you may arrive at a solution that will be in the best interests of the individuals you serve and their families. During this time, DQI will make a determination regarding whether the Agency has the ability to remedy the deficient practices and sustain compliance. If the agency can demonstrate the ability to sustain compliance, we will remove it from Early Alert and you will be notified accordingly.

While CRDD is on Early Alert, OPWDD will not consider any requests for expansion of services and may suspend any expansion that is in process.

We will be contacting the Agency shortly to come to a mutually agreed upon date where representatives from the Division of Quality Improvement, Community Resources for the Developmentally Disabled and its Board of Directors can meet in the next few weeks. At that time we will also identify what, if any, additional information we will need from you. If you have any questions, please contact Tom Holland, DQI Regional Director at (212) 229-3350.

Sincerely,



Megan O'Connor-Hebert
Deputy Director, Division of Quality Improvement

cc: Courtney Burke, Commissioner
Jim Moran, Acting Executive Deputy Commissioner
Jill Gentile, Regional Associate Deputy Commissioner
Sheryl Minter-Brooks, Acting Director, SIDDSO
Thomas Holland, DQI Regional Director
Cheryl A. Mugno, Counsel's Office
Board of Directors