Community-Based Living Arrangement Homes
Adult Mental Health Services in Nevada

- Adult Mental Health Services (AMHS)- a unit within the Department of Health and Human Services

- AMHS serves Nevadans with mental illness who are underinsured, uninsured, or whose conditions have resulted in interaction with law enforcement

- AMHS pays community-based living arrangement (CBLA) providers to deliver housing and supportive services in a community setting
Adult Mental Health Services in Nevada

- CBLA providers are small businesses that provide services to a vulnerable population

- CBLA provider services include:
  - behavioral skills training,
  - supervision, and
  - assistance with activities of daily living

- $30 million in state funding paid to providers annually for CBLA services
How it All Began

• Mental health services in Nevada are delivered by two regional centers, one serving northern Nevada and another southern Nevada.

• Commenced audit of the northern regional center, but after discovering significant issues that impacted the lives of individuals with mental illness, we reevaluated the audit approach.
How it All Began

• Instead of auditing each regional center separately, we divided the issues into three audits and audited both regional centers concurrently

• Priority given to the audit that dealt with the health and safety of individuals living in CBLA homes
Audit Methodology

- Judgmentally selected 37 homes to get a representative sample of northern and southern Nevada homes, and a representative sample by provider. Our sample included 35% of CBLA provider homes and coverage of 70% of providers.

- Divided into teams and performed unannounced inspections of homes.

- Used GIS software to target homes by region and provider, with the goal to inspect all homes of any given provider the same day.
Audit Methodology

- All inspections were documented using a standard inspection checklist and physical evidence captured through pictures

- 2000 pictures cataloged every exception by home

- All locations and exceptions provided to agency management so they could independently verify and correct problems
Key Issues Addressed by the Audit

- Serious, Deficient Conditions at CBLA Homes
- Children Living in CBLA Homes
- Language Barrier Between Staff and Clients Living in Homes
- CBLA Providers Not Properly Certified
Audit Results

During our inspections we observed serious, deficient conditions at all 37 homes inspected. Specifically, we found:

1. Unsanitary Conditions,
2. Personal Health and Safety Hazards,
3. Inadequate Medication Management Practices,
4. Fire Safety Hazards, and
5. Bleak Living Conditions.
Audit Results

Unsanitary Conditions

36 of 37 Homes

- Filthy conditions throughout home, including excessively dirty floors, ceilings, walls, mattresses, bedding, appliances, and air filters (34)
- Mold and mildew (22)
- Rodent and insect infestations (13)
- Evidence of human waste (11)
- No hand soap or toilet paper in bathrooms (11)
- Untreated blood stains (2)
Audit Results
Unsanitary Conditions

Leaking, Moldy Toilet-Home 34
Audit Results

Personal Health and Safety Hazards

34 of 37 Homes

- Expired, spoiled, or improperly stored food (24)
- Debris piles outside home (13)
- Tripping hazards (9)
- Chemicals stored near food or in bedrooms (6)
- Broken bathroom and bedroom doors/locks (6)
- No carbon monoxide detectors when gas appliances present (3)
- Broken and exposed glass (3)
Audit Results
Personal Health and Safety Hazards

- Broken, Exposed Glass & Wires - Home 32
- Bathroom Door Missing Doorknob and Lock - Home 33
- Moldy Food - Home 7
- Broken Bedroom Door - Home 33
- Debris in Backyard - Home 1
- Tripping Hazard - Home 32
- Tripping Hazard - Home 33
- 1 inch difference between flooring, leading to stairs
- Refrigerated Food Stored in Cabinet - Home 32
Audit Results

Fire Safety Hazards

33 of 37 Homes

- Expired, non-inspected, or inaccessible fire extinguishers (22)
- Missing and disabled smoke detectors (14)
- Smoking inside home, predominantly in bedrooms and bathrooms (12)
- Use of candles and burning incense (8)
- Missing electrical outlet covers and exposed wires (7)
Audit Results

Fire Safety Hazards

- Open Flame on Floor with Combustible Materials - Home 17
- Smoking on Client’s Bed - Home 32
- Smoking in Client’s Bedroom - Home 13
- Burning Incense by Bedroom Curtain - Home 27
- No Smoke Detector - Home 6
- Non-Functioning Smoke Detector - Home 15
- Exposed Wires, Broken Door, and Wire Hanging - Home 26
Audit Results

Inadequate Medication Management Practices

28 of 37 Homes

• Medication administration records (MAR) left blank, not up-to-date, or completed in advance (24)

• Medications not properly stored, including unsecured, commingled, and expired medications (13)

• MARs not reviewed by management (6)

• Controlled substance log missing (1)
Audit Results
Inadequate Medication Management

Unsecured, Commingled Medications- Home 36
Audit Results

Bleak Living Conditions
36 of 37 Homes

- Inadequate lighting (27)
- Water damage (18)
- Holes in walls or floors (14)
- Roof or exterior damage (5)
- Leaking or clogged plumbing (6)
- Lack of furniture, or broken furniture (15)
- Non-functioning or damaged appliances (15)
- Insufficient bedding and linens (16)
- Insufficient quantities of food (8)
Audit Results
Bleak Living Conditions

Insufficient Bedding, Tarp for Sheets-Home 26
Audit Recommendations

- The recommendations focused on developing effective and efficient procedures to ensure:
  - inspections are regularly and consistently performed,
  - regular supervisory review and staff training,
  - standardized documentation of corrective action items,
  - corrective action items are tracked by provider and home,
  - regular analysis of corrective action items,
  - CBLA staff can communicate and provide needed services,
  - sanctions are imposed when providers consistently fail to meet standards, and
  - provider certifications are performed consistently and timely.
Response to Audit
Legislators
Response to Audit
National & Local News

• Barrett and Greene- “Community homes for the mentally ill: A failure of policy implementation”

• Associated Press- “Agencies Ignored Squalid Conditions at Homes”

• Nevada Independent- “Layers of failure for the mentally ill”

• Las Vegas Review-Journal- “Checks on mentally ill skipped”

• Reno Gazette Journal- “Agency leaders ignored deplorable living conditions for mentally ill”
Response to Audit
Local News
Response to Audit
Governor’s Investigation

• The Governor required all CBLA homes be re-inspected within 3 days

• 4 homes immediately closed

• 79% of all CBLA homes placed on 10- or 30- day corrective action plans
Response to Audit
Legislative Action
Response to Audit
Legislative Action

• Heard by three Legislative Interim Committees
• Eight bills introduced in the 2019 Legislative Session as a direct result of the audit:
  ➢ **Assembly Bill 131**–Licensure of CBLA homes; Background checks on CBLA employees; Training requirements CBLA employees
  ➢ **Assembly Bill 252**–Licensure and requirements for CBLA providers
  ➢ **Assembly Bill 493**–Certification of CBLA employees to provide skills training and rehabilitative services
  ➢ **Senate Bill 60**–Certification of CBLA providers; Background checks for CBLA employees
  ➢ **Senate Bill 92**–Licensure of individuals that refer people to CBLA providers
  ➢ **Senate Bill 264**–Requiring amendment to State Medicaid Plan to provide additional CBLA services
  ➢ **Senate Bill 425**–Also requires amendment to State Medicaid Plan to provide additional CBLA services
  ➢ **Senate Bill 455**–Licensure of CBLA homes
Response to Audit
Agency Actions

• Agency accepted all recommendations

• Home inspection staff moved to another agency and no additional resources required

• Over 40% of the homes tested during the audit have been closed

• New providers have been recruited without an increase in rates
Questions?