

Date: October 30, 2014

To: Chandra Baker, Director  
Provider: Links of Life, LLC  
Address: 125 W. Mountain  
State/Zip: Las Cruces, New Mexico 88005

E-mail Address: [linksoflife@comcast.net](mailto:linksoflife@comcast.net)

CC: Mario Aguilar, Board Chair  
Board Chair  
E-Mail Address: [linksoflife@comcast.net](mailto:linksoflife@comcast.net)

Region: Southwest  
Routine Survey: April 14 – 16, 2014  
Verification Survey: October 23, 2014  
Program Surveyed: Developmental Disabilities Waiver  
Service Surveyed: **2012: Living Supports (Supported Living) and Inclusion Supports (Customized Community Supports)**

Survey Type: Verification

Team Leader: Deb Russell, BS, Healthcare Surveyor, Division of Health Improvement/Quality Management Bureau

Dear Ms. Baker;

The Division of Health Improvement/Quality Management Bureau has completed a Verification survey of the services identified above. The purpose of the survey was to determine compliance with your Plan of Correction submitted to DHI regarding the *Routine Survey on April 14 - 16, 2014*.

The Division of Health Improvement, Quality Management Bureau has determined your agency is now in:

***Compliance with Conditions of Participation.***

However, due to the new/repeat standard level deficiencies your agency will be required to contact your DDSD Regional Office for technical assistance and follow up. Additionally, you are also required to continue your Plan of Correction. Please respond to the Plan of Correction Coordinator within 10 business days of receipt of this letter.

**Plan of Correction:**

The attached Report of Findings identifies the new/repeat Standard Level deficiencies found during your agency's verification compliance review. You are required to complete and implement a Plan of Correction. Your agency has a total of 10 business days from the receipt of this letter. The Plan of Correction must include the following:

1. Evidence your agency has contacted your DDSD Regional Office for technical assistance;
2. A Plan of Correction detailing Quality Assurance/Quality Improvement processes to prevent your agency from receiving deficiencies in the future;
3. Documentation verifying that newly cited deficiencies have been corrected.

**DIVISION OF HEALTH IMPROVEMENT**

5301 Central Avenue NE, Suite 400 • Albuquerque, New Mexico • 87108  
(505) 222-8623 • FAX: (505) 222-8661 • <http://www.dhi.health.state.nm.us>

QMB Report of Findings – Links of Life, LLC - Southwest Region – October 23, 2014

**Submission of your Plan of Correction:**

Please submit your agency's Plan of Correction and documentation verifying correction of survey deficiencies within 10 business days of receipt of this letter to the parties below:

- 1. Quality Management Bureau, Attention: Plan of Correction Coordinator  
5301 Central Ave. NE Suite 400 Albuquerque, NM 87108**
- 2. Developmental Disabilities Supports Division Regional Office for region of service surveyed**

Failure to submit your POC within the allotted 10 business days may result in the imposition of a \$200 per day Civil Monetary Penalty until it is received, completed and/or implemented.

Please call the Plan of Correction Coordinator at 505-231-7436, if you have questions about the survey or the report. Thank you for your cooperation and for the work you perform.

Sincerely,

*Deb Russell, BS*

Deb Russell, BS  
Team Lead/Healthcare Surveyor  
Division of Health Improvement  
Quality Management Bureau

## Survey Process Employed:

Entrance Conference Date:	October 23, 2014
Present:	<b><u>Links of Life, LLC</u></b> Chandra Baker, Director  <b><u>DOH/DHI/QMB</u></b> Deb Russell, BS, Team Lead/Healthcare Surveyor
Exit Conference Date:	October 23, 2014
Present:	<b><u>Links of Life, LLC</u></b> Chandra Baker, Director Jennifer Rasmussen, Service Coordinator  <b><u>DOH/DHI/QMB</u></b> Deb Russell, BS, Team Lead/Healthcare Surveyor  <b><u>DDSD - Southwest Regional Office</u></b> Dave Brunson, Social Community Service Coordinator, via telephone
Administrative Locations Visited	Number: 1
Total Sample Size	Number: 6  0 - <i>Jackson</i> Class Members 6 - <i>Non-Jackson</i> Class Members 6 - Supported Living 6 - Customized Community Supports
Persons Served Records Reviewed	Number: 6
Direct Support Personnel Records Reviewed	Number: 50
Service Coordinator Records Reviewed	Number: 2
Administrative Processes and Records Reviewed:	<ul style="list-style-type: none"><li>• Medicaid Billing/Reimbursement Records for all Services Provided</li><li>• Accreditation Records</li><li>• Oversight of Individual Funds</li><li>• Individual Medical and Program Case Files, including, but not limited to:<ul style="list-style-type: none"><li>○ Individual Service Plans</li><li>○ Progress on Identified Outcomes</li><li>○ Healthcare Plans</li><li>○ Medication Administration Records</li><li>○ Medical Emergency Response Plans</li><li>○ Therapy Evaluations and Plans</li><li>○ Healthcare Documentation Regarding Appointments and Required Follow-Up</li><li>○ Other Required Health Information</li></ul></li><li>• Internal Incident Management Reports and System Process / General Events Reports</li><li>• Personnel Files, including nursing and subcontracted staff</li><li>• Staff Training Records, Including Competency Interviews with Staff</li><li>• Agency Policy and Procedure Manual</li></ul>

QMB Report of Findings – Links of Life, LLC - Southwest Region – October 23, 2014

- Caregiver Criminal History Screening Records
- Consolidated Online Registry/Employee Abuse Registry
- Human Rights Committee Notes and Meeting Minutes
- Evacuation Drills of Residences and Service Locations
- Quality Assurance / Improvement Plan

CC: Distribution List: DOH - Division of Health Improvement  
DOH - Developmental Disabilities Supports Division  
DOH - Office of Internal Audit  
HSD - Medical Assistance Division

## Attachment B

### Department of Health, Division of Health Improvement QMB Determination of Compliance Process

The Division of Health Improvement, Quality Management Bureau (QMB) surveys compliance of the Developmental Disabilities Waiver (DDW) standards and state and federal regulations. QMB has grouped the CMS assurances into five Service Domains: Level of Care; Plan of Care; Qualified Providers; Health, Welfare and Safety; and Administrative Oversight (note that Administrative Oversight listed in this document is not the same as the CMS assurance of Administrative Authority. Used in this context it is related to the agency's operational policies and procedures, Quality Management system and Medicaid billing and reimbursement processes.)

The QMB Determination of Compliance process is based on provider compliance or non-compliance with standards and regulations identified in the QMB Report of Findings. All deficiencies (non-compliance with standards and regulations) are identified and cited as either a Standard level deficiency or a Condition of Participation level deficiency in the QMB Reports of Findings. All deficiencies require corrective action when non-compliance is identified.

Within the QMB Service Domains there are fundamental regulations, standards, or policies with which a provider must be in essential compliance in order to ensure the health and welfare of individuals served known as Conditions of Participation (CoPs).

The Determination of Compliance for each service type is based on a provider's compliance with CoPs in three (3) Service Domains.

#### Case Management Services:

- Level of Care
- Plan of Care
- Qualified Providers

#### Community Inclusion Supports/ Living Supports:

- Qualified Provider
- Plan of Care
- Health, Welfare and Safety

### Conditions of Participation (CoPs)

A CoP is an identified fundamental regulation, standard, or policy with which a provider must be in compliance in order to ensure the health and welfare of individuals served. CoPs are based on the Centers for Medicare and Medicaid Services, Home and Community-Based Waiver required assurances. A provider must be in compliance with CoPs to participate as a waiver provider.

QMB surveyors use professional judgment when reviewing the critical elements of each standard and regulation to determine when non-compliance with a standard level deficiency rises to the level of a CoP out of compliance. Only some deficiencies can rise to the level of a CoP. (See the next section for a list of CoPs.) The QMB survey team analyzes the relevant finding in terms of scope, actual harm or potential for harm, unique situations, patterns of performance, and other factors to determine if there is the potential for a negative outcome which would rise to the level of a CoP. A Standard level deficiency becomes a CoP out of compliance when the team's analysis establishes that there is an identified potential for significant harm or actual harm. It is then cited as a CoP out of compliance. If the deficiency does not rise to the level of a CoP out of compliance, it is cited as a Standard Level Deficiency.

The Division of Health Improvement (DHI) and the Developmental Disabilities Supports Division (DDSD) collaborated to revise the current Conditions of Participation (CoPs). There are seven Conditions of Participation in which providers must be in compliance.

**CoPs and Service Domains for Case Management Supports are as follows:**

**Service Domain: Level of Care**

Condition of Participation:

1. **Level of Care:** The Case Manager shall complete all required elements of the Long Term Care Assessment Abstract (LTCAA) to ensure ongoing eligibility for waiver services.

**Service Domain: Plan of Care**

Condition of Participation:

2. **Individual Service Plan (ISP) Creation and Development:** Each individual shall have an ISP. The ISP shall be developed in accordance with DDSD regulations and standards and is updated at least annually or when warranted by changes in the individual's needs.

Condition of Participation:

3. **ISP Monitoring and Evaluation:** The Case Manager shall ensure the health and welfare of the individual through monitoring the implementation of ISP desired outcomes.

**CoPs and Service Domain for ALL Service Providers is as follows:**

**Service Domain: Qualified Providers**

Condition of Participation:

4. **Qualified Providers:** Agencies shall ensure support staff has completed criminal background screening and all mandated trainings as required by the DDSD.

**CoPs and Service Domains for Living Supports and Inclusion Supports are as follows:**

**Service Domain: Plan of Care**

Condition of Participation:

5. **ISP Implementation:** Services provided shall be consistent with the components of the ISP and implemented to achieve desired outcomes.

**Service Domain: Health, Welfare and Safety**

Condition of Participation:

6. **Individual Health, Safety and Welfare: (Safety)** Individuals have the right to live and work in a safe environment.

Condition of Participation:

7. **Individual Health, Safety and Welfare (Healthcare Oversight):** The provider shall support individuals to access needed healthcare services in a timely manner. Nursing, healthcare services and healthcare oversight shall be available and provided as needed to address individuals' health, safety and welfare..

## QMB Determinations of Compliance

### Compliance with Conditions of Participation

The QMB determination of *Compliance with Conditions of Participation* indicates that a provider is in compliance with all Conditions of Participation, (CoP). The agency has obtained a level of compliance such that there is a minimal potential for harm to individuals' health and safety. To qualify for a determination of Compliance with Conditions of Participation, the provider must be in compliance with all Conditions of Participation in all relevant Service Domains. The agency may also have Standard level deficiencies (deficiencies which are not at the condition level) out of compliance in any of the Service Domains.

### Partial-Compliance with Conditions of Participation

The QMB determination of *Partial-Compliance with Conditions of Participation* indicates that a provider is out of compliance with Conditions of Participation in one (1) to two (2) Service Domains. The agency may have one or more Condition level tags within a Service Domain. This partial-compliance, if not corrected, may result in a serious negative outcome or the potential for more than minimal harm to individuals' health and safety. The agency may also have Standard level deficiencies (deficiencies which are not at the condition level) in any of the Service Domains.

Providers receiving a repeat determination of Partial-Compliance for repeat deficiencies at the level of a Condition in any Service Domain may be referred by the Quality Management Bureau to the Internal Review Committee (IRC) for consideration of remedies and possible actions or sanctions.

### Non-Compliance with Conditions of Participation

The QMB determination of *Non-Compliance with Conditions of Participation* indicates a provider is significantly out of compliance with Conditions of Participation in multiple Service Domains. The agency may have one or more Condition level tags in each of 3 relevant Service Domains. This non-compliance, if not corrected, may result in a serious negative outcome or the potential for more than minimal harm to individuals' health and safety. The agency may also have Standard level deficiencies (deficiencies which are not at the condition level) in any of the Service Domains

Providers receiving a repeat determination of Non-Compliance will be referred by Quality Management Bureau to the Internal Review Committee (IRC) for consideration of remedies and possible actions or sanctions.

**Guidelines for the Provider  
Informal Reconsideration of Finding (IRF) Process**

**Introduction:**

Throughout the QMB Survey process, surveyors are openly communicating with providers. Open communication means surveyors have clarified issues and/or requested missing information before completing the review through the use of the signed/dated “Document Request,” or “Administrative Needs,” etc. forms. Regardless, there may still be instances where the provider disagrees with a specific finding. Providers may use the following process to informally dispute a finding.

**Instructions:**

1. The Informal Reconsideration of the Finding (IRF) request must be received in writing to the QMB Deputy Bureau Chief **within 10 business days** of receipt of the final Report of Findings.
2. The written request for an IRF *must* be completed on the QMB Request for Informal Reconsideration of Finding form available on the QMB website: <http://dhi.health.state.nm.us/qmb>
3. The written request for an IRF must specify in detail the request for reconsideration and why the finding is inaccurate.
4. The IRF request must include all supporting documentation or evidence.
5. If you have questions about the IRC process, email the IRF Chairperson, Crystal Lopez-Beck at [crystal.lopez-beck@state.nm.us](mailto:crystal.lopez-beck@state.nm.us) for assistance.

**The following limitations apply to the IRF process:**

- The written request for an IRF and all supporting evidence must be received within 10 business days.
- Findings based on evidence requested during the survey and not provided may not be subject to reconsideration.
- The supporting documentation must be new evidence not previously reviewed or requested by the survey team.
- Providers must continue to complete their Plan of Correction during the IRF process
- Providers may not request an IRF to challenge the sampling methodology.
- Providers may not request an IRF based on disagreement with the nature of the standard or regulation.
- Providers may not request an IRF to challenge the team composition.
- Providers may not request an IRF to challenge the DHI/QMB determination of compliance or the length of their DDSD provider contract.

A Provider forfeits the right to an IRF if the request is not received within 10 business days of receiving the report and/or does not include all supporting documentation or evidence to show compliance with the standards and regulations.

The IRF Committee will review the request, the Provider will be notified in writing of the ruling; no face-to-face meeting will be conducted.

When a Provider requests that a finding be reconsidered, it does not stop or delay the Plan of Correction process. **Providers must continue to complete the Plan of Correction, including the finding in dispute regardless of the IRF status.** If a finding is removed or modified, it will be noted and removed or modified from the Report of Findings. It should be noted that in some cases a Plan of Correction may be completed prior to the IRF process being completed. The provider will be notified in writing on the decisions of the IRF committee.



**Agency:** Links of Life, LLC - Southwest Region  
**Program:** Developmental Disabilities Waiver  
**Service:** 2012: Living Supports (Supported Living) and Inclusion Supports (Customized Community Supports)  
**Monitoring Type:** Verification Survey  
**Routine Survey:** April 14 – 16, 2014  
**Verification Survey:** October 23, 2014

Standard of Care	Routine Survey Deficiencies April 14 - 16, 2014	Verification Survey New and Repeat Deficiencies October 23, 2014
<b>Service Domain: Service Plans: ISP Implementation</b> – Services are delivered in accordance with the service plan, including type, scope, amount, duration and frequency specified in the service plan.		
Tag # 1A32 and LS14 / 6L14 Individual Service Plan Implementation	Condition of Participation Level Deficiency	Standard Level Deficiency
<p><b>NMAC 7.26.5.16.C and D Development of the ISP. Implementation of the ISP.</b> The ISP shall be implemented according to the timelines determined by the IDT and as specified in the ISP for each stated desired outcomes and action plan.</p> <p>C. The IDT shall review and discuss information and recommendations with the individual, with the goal of supporting the individual in attaining desired outcomes. The IDT develops an ISP based upon the individual's personal vision statement, strengths, needs, interests and preferences. The ISP is a dynamic document, revised periodically, as needed, and amended to reflect progress towards personal goals and achievements consistent with the individual's future vision. This regulation is consistent with standards established for individual plan development as set forth by the commission on the accreditation of rehabilitation facilities (CARF) and/or other program accreditation approved and adopted by the developmental disabilities division and the department of health. It is the policy of the</p>	<p>After an analysis of the evidence it has been determined there is a significant potential for a negative outcome to occur.</p> <p>Based on record review, the Agency did not implement the ISP according to the timelines determined by the IDT and as specified in the ISP for each stated desired outcomes and action plan for 5 of 6 individuals.</p> <p>As indicated by Individuals ISP the following was found with regards to the implementation of ISP Outcomes:</p> <p><b>Administrative Files Reviewed:</b></p> <p><b>Supported Living Data Collection/Data Tracking/Progress with regards to ISP Outcomes:</b></p> <p>Individual #1</p> <ul style="list-style-type: none"> <li>None found regarding: Live Outcome/Action</li> </ul>	<p><b>New / Repeat Finding:</b></p> <p>Based on record review, the Agency did not implement the ISP according to the timelines determined by the IDT and as specified in the ISP for each stated desired outcomes and action plan for 1 of 6 individuals.</p> <p>As indicated by Individuals' ISP the following was found with regards to the implementation of ISP Outcomes:</p> <p><b>Administrative Files Reviewed:</b></p> <p><b>Supported Living Data Collection/Data Tracking/Progress with regards to ISP Outcomes:</b></p> <p>Individual #6</p> <ul style="list-style-type: none"> <li>None found regarding: Live Outcome/Action Step: "Will choose recipe to prepare/get needed items" for 8/2014.</li> </ul>

<p>developmental disabilities division (DDD), that to the extent permitted by funding, each individual receive supports and services that will assist and encourage independence and productivity in the community and attempt to prevent regression or loss of current capabilities. Services and supports include specialized and/or generic services, training, education and/or treatment as determined by the IDT and documented in the ISP.</p> <p>D. The intent is to provide choice and obtain opportunities for individuals to live, work and play with full participation in their communities. The following principles provide direction and purpose in planning for individuals with developmental disabilities. [05/03/94; 01/15/97; Recompiled 10/31/01]</p>	<p>Step: “With Assistance will go to store and pick up items” for 1/2014 - 3/2014.</p> <ul style="list-style-type: none"> <li>• None found regarding: Have Fun/Develop Relationships Outcome/Action Step: “With assistance will take pictures at events” for 1/2014 - 3/2014.</li> <li>• None found regarding: Have Fun/Develop Relationships Outcome/Action Step: “With assistance will make picture album” for 1/2014 - 3/2014.</li> </ul> <p>Individual #2</p> <ul style="list-style-type: none"> <li>• None found regarding: Live Outcome/Action Step: “Will track spending” for 1/2014 - 3/2014.</li> </ul> <p>Individual #4</p> <ul style="list-style-type: none"> <li>• None found regarding: Live Outcome/Action Step: “Will choose recipe/get needed items” for 2/2014.</li> <li>• None found regarding: Live Outcome/Action Step: “Will prepare recipe” for 2/2014.</li> </ul> <p>Individual #5</p> <ul style="list-style-type: none"> <li>• None found regarding: Live Outcome/Action Step: “Will research various groups to join” for 1/2014 - 3/2014.</li> <li>• None found regarding: Live Outcome/Action Step: “Will attend group meetings” for 1/2014 - 3/2014.</li> <li>• None found regarding: Live Outcome/Action Step: “Will participate in group or one to one discussions as a peer mentor” for 1/2014 - 3/2014.</li> <li>• None found regarding: Have Fun/Develop</li> </ul>	<ul style="list-style-type: none"> <li>• None found regarding: Live Outcome/Action Step: “Will prepare” for 8/2014.</li> </ul> <hr/> <p><b>Provider:</b> State your Plan of Correction for the deficiencies cited in this tag here: →</p>          <p><b>Provider:</b> Enter your ongoing Quality Assurance/Quality Improvement processes as it related to this tag number here: →</p>
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	<p>Relationships Outcome/Action Step: “Will explore different team options” for 1/2014 - 3/2014.</p> <ul style="list-style-type: none"> <li>• None found regarding: Have Fun/Develop Relationships Outcome/Action Step: “Will join a team” for 1/2014 - 3/2014.</li> <li>• None found regarding: Have Fun/Develop Relationships Outcome/Action Step: “Will participate/compete in tournament” for 1/2014 - 3/2014.</li> </ul> <p>Individual #6</p> <ul style="list-style-type: none"> <li>• None found regarding: Live Outcome/Action Step: “Will choose recipe to prepare/get needed items” for 12/2013 - 3/2014.</li> <li>• None found regarding: Live Outcome/Action Step: “Will prepare” for 12/2013 - 3/2014.</li> <li>• None found regarding: Have Fun/Develop Relationships Outcome/Action Step: “Will work on writing/ practicing songs” for 12/2013 - 3/2014.</li> </ul> <p><b>Customized Community Supports Data Collection/Data Tracking/Progress with regards to ISP Outcomes:</b></p> <p>Individual #1</p> <ul style="list-style-type: none"> <li>• None found regarding: Work/Education/Volunteer Outcome/Action Step: “Will work on reading skills” for 1/2014 - 3/2014.</li> </ul> <p>Individual #6</p> <ul style="list-style-type: none"> <li>• None found regarding: Work/Education/Volunteer Outcome/Action Step: “Will work on reading” for 12/2013 - 3/2014.</li> </ul>	
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	<p><b>Residential Files Reviewed:</b></p> <p><b>Supported Living Data Collection/Data Tracking/Progress with regards to ISP Outcomes:</b></p> <p>Individual #1</p> <ul style="list-style-type: none"> <li>• None found regarding: Live Outcome/Action Step: “With Assistance will go to store and pick up items” for 4/1 - 11, 2014. Action step is to be completed weekly.</li> </ul> <p>Individual #2</p> <ul style="list-style-type: none"> <li>• None found regarding: Live Outcome/Action Step: “Will track spending” for 4/1 - 11, 2014. Action step is to be completed weekly.</li> <li>• None found regarding: Have Fun/Develop Relationships Outcome/Action Step: “Will save money from each paycheck” for 4/1 - 11, 2014. Action step is to be completed weekly.</li> </ul> <p>Individual #6</p> <ul style="list-style-type: none"> <li>• None found regarding: Live Outcome/Action Step: “Will choose recipe to prepare/get needed items” for 4/1 - 11, 2014. Action step is to be completed weekly.</li> <li>• None found regarding: Live Outcome/Action Step: “Will prepare” for 4/1 - 11, 2014. Action step is to be completed weekly.</li> <li>• None found regarding: Have Fun/Develop Relationships Outcome/Action Step: “Will work on writing/ practicing songs” for 4/1 - 11, 2014. Action step is to be completed 3 times per week.</li> </ul>	
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Standard of Care	Routine Survey Deficiencies April 14 - 16, 2014	Verification Survey New and Repeat Deficiencies October 23, 2014
<b>Service Domain: Service Plans: ISP Implementation</b> – Services are delivered in accordance with the service plan, including type, scope, amount, duration and frequency specified in the service plan.		
Tag # IS11 / 5I11 Reporting Requirements Inclusion Reports	Standard Level Deficiency	Completed
Tag # LS14 / 6L14 Residential Case File	Standard Level Deficiency	Completed
Tag # LS17 / 6L17 Reporting Requirements (Community Living Reports)	Standard Level Deficiency	Completed
<b>Service Domain: Qualified Providers</b> – The State monitors non-licensed/non-certified providers to assure adherence to waiver requirements. The State implements its policies and procedures for verifying that provider training is conducted in accordance with State requirements and the approved waiver.		
Tag # 1A11.1 Transportation Training	Standard Level Deficiency	Completed
Tag # 1A20 Direct Support Personnel Training	Standard Level Deficiency	Completed
Tag # 1A22 Agency Personnel Competency	Standard Level Deficiency	Completed
Tag # 1A28.1 Incident Mgt. System - Personnel Training	Standard Level Deficiency	Completed
Tag # 1A37 Individual Specific Training	Standard Level Deficiency	Completed
<b>Service Domain: Health and Welfare</b> – The state, on an ongoing basis, identifies, addresses and seeks to prevent occurrences of abuse, neglect and exploitation. Individuals shall be afforded their basic human rights. The provider supports individuals to access needed healthcare services in a timely manner.		
Tag # 1A09 Medication Delivery Routine Medication Administration	Standard Level Deficiency	Completed
Tag # 1A27 Incident Mgt. Late and Failure to Report	Standard Level Deficiency	Completed

<b>Tag # 1A27.2 Duty to Report IRs Filed During On-Site and/or IRs Not Reported by Provider</b>	<b>Standard Level Deficiency</b>	<b>Completed</b>
<b>Tag # 1A31 Client Rights/Human Rights</b>	<b>Condition of Participation Level Deficiency</b>	<b>Completed</b>
<b>Tag # LS13 / 6L13 Community Living Healthcare Reqts.</b>	<b>Standard Level Deficiency</b>	<b>Completed</b>
<b>Tag # LS25 / 6L25 Residential Health and Safety (SL/FL)</b>	<b>Standard Level Deficiency</b>	<b>Completed</b>
<b><i>Service Domain: Medicaid Billing/Reimbursement – State financial oversight exists to assure that claims are coded and paid for in accordance with the reimbursement methodology specified in the approved waiver.</i></b>		
<b>TAG #1A12 All Services Reimbursement</b>	<b>No Deficiencies Found</b>	<b>NA</b>

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Date: November 19, 2014

To: Chandra Baker, Director  
Provider: Links of Life, LLC  
Address: 125 W. Mountain  
State/Zip: Las Cruces, New Mexico 88005  
E-mail Address: [linksoflife@comcast.net](mailto:linksoflife@comcast.net)

CC: Mario Aguilar, Board Chair  
Board Chair  
E-Mail Address: [linksoflife@comcast.net](mailto:linksoflife@comcast.net)

Region: Southwest  
Routine Survey: April 14 – 16, 2014  
Verification Survey: October 23, 2014  
Program Surveyed: Developmental Disabilities Waiver  
Service Surveyed: **2012: Living Supports (Supported Living) and Inclusion Supports (Customized Community Supports)**  
Survey Type: Verification

RE: Request for an Informal Reconsideration of Findings

Dear Ms. Baker,

Your request for a Reconsideration of Findings was received on November 13, 2014. Your request and the supporting evidence provided have been reviewed. Based on the review of applicable standards and regulations, review of the survey process and the evidence you provided, the following determinations have been made:

Regarding Tag # 1A32 and LS14/6L14

Determination: The IRF committee is upholding the original finding in the report of findings. You are required to complete the remainder of your Plan of Correction as previously indicated. Documentation provided, still does not clearly account for data collection/data tracking for the outcome in question. Also no evidence was provided to support that the outcome cited was not the correct current outcome being tracked.

This concludes the Informal Reconsideration of Finding process. The IRF process is separate and apart from the Informal Dispute Resolution process or the Medicaid Fair Hearing process when DOH sanctions are imposed on a provider.

Thank you.  
Respectfully,

*Crystal Lopez-Beck*

Crystal Lopez-Beck  
Deputy Bureau Chief/QMB  
Informal Reconsideration of Finding Committee Chair



Date: November 18, 2014

To: Chandra Baker, Director  
Provider: Links of Life, LLC  
Address: 125 W. Mountain  
State/Zip: Las Cruces, New Mexico 88005  
E-mail Address: [linksoflife@comcast.net](mailto:linksoflife@comcast.net)

CC: Mario Aguilar, Board Chair  
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Region: Southwest  
Routine Survey: April 14 – 16, 2014  
Verification Survey: October 23, 2014  
Program Surveyed: Developmental Disabilities Waiver  
Service Surveyed: **2012: Living Supports (Supported Living) and Inclusion Supports (Customized Community Supports)**  
Survey Type: Verification

Dear Ms. Baker and Mr. Aguilar:

The Division of Health Improvement/Quality Management Bureau has received, reviewed and approved the supporting documents you submitted for your Plan of Correction. The documents you provided verified that all previously cited survey Deficiencies have been corrected.

**The Plan of Correction process is now complete.**

**Furthermore, your agency is now determined to be in Compliance with all Conditions of Participation.**

To maintain ongoing compliance with standards and regulations, continue to use the Quality Assurance (self-auditing) processes you described in your Plan of Correction.

Consistent use these Quality Assurance processes will enable you to identify and promptly respond to problems, enhance your service delivery, and result in fewer deficiencies cited in future QMB surveys.

Thank you for your cooperation with the Plan of Correction process, for striving to come into compliance with standards and regulations, and for helping to provide the health, safety and personal growth of the people you serve.

Sincerely,



*Tony Fragua*

Tony Fragua  
Plan of Correction Coordinator  
Quality Management Bureau/DHI

Q.15.2.DDW.82507511.3.VER.09.14.322

**DIVISION OF HEALTH IMPROVEMENT**

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