
Accreditation Report – iRecover.US

Date of Review: **August 13-14, 2023**

SUD Accreditation Outcome: **One Year Accreditation**

REVIEW PROCESS:

iRecover.US was reviewed by The Department of Social Services, Office of Licensing and Accreditation for adherence to the Administrative Rules of South Dakota (ARSD) on August 13-14, 2023. This report contains the following:

- Agency Summary
- Interview Results
- Areas Requiring a Plan of Correction
- Prior Areas Addressed in Previous Review
- Accreditation Results

The accreditation results are derived from an administrative score which includes the scoring of policies and procedures, personnel files, the client case record scores, and an overall cumulative score.

AGENCY SUMMARY:

iRecover.US is a substance use disorder treatment agency located in Howard, South Dakota. iRecover is seeking one-year accreditation for outpatient treatment services and medically-monitored intensive inpatient treatment services. They are also seeking provisional accreditation for clinically-managed residential detoxification services.

INTERVIEW RESULTS:

Description: The Department of Social Services, Office of Licensing and Accreditation completes confidential interviews with consenting clients and staff of the agency as part of the accreditation process. The interviews are not a scored component of the accreditation review. However, the information obtained in the interviews is used for quality improvement of the agency.

The Office of Licensing and Accreditation interviewed three staff members. Staff shared that they enjoy working at iRecover, and that it's a positive environment. All of the staff support each other. Staff explained that there is significant downtime at times when there are not very many clients in services. Staff also mentioned that there is a seamless transition between levels of care, which makes work easier and more efficient.

The Office of Licensing and Accreditation interviewed two clients. Both clients shared that treatment at iRecover was a very positive experience for them. One client stated that they had been in treatment many times, and iRecover was the first treatment center that he truly felt comfortable in. Another client stated that they appreciated the location of iRecover, as it allowed them to stay somewhat close to home and maintain employment and family life while attending outpatient treatment.

AREAS REQUIRED FOR PLANS OF CORRECTION FOR SUBSTANCE USE DISORDER SERVICES:

Description: The following areas will require a plan of correction to address the rule of non-compliance which shall include an updated policy and/or procedure, a time frame for implementation of this procedure, the staff position or title responsible for implementation and the staff position or title responsible for ensuring continued compliance of the rule.

1. According to ARSD 67:61:04:09(1), each agency shall have policies and procedures in place to respond to potential medical emergencies that clients may encounter while residing at the facility. Each agency providing treatment services shall provide adequate staffing, training, and hours of operation at the following levels:

Early intervention, outpatient programs, and intensive outpatient treatment programs shall ensure that counseling staff is on duty at all times during scheduled hours of program operation or available by phone. The agency shall post the hours that the agency is open to the general public in a prominent place on the premises. The agency shall have a 24-hour-a-day, 7-day-a-week, on-call system for client access to program services in the event of an emergency;

iRecover.US did not have their hours of operation posted in a prominent place on the premises at the time of the review.

2. According to ARSD 67:61:04:10, the agency shall maintain an electronic or written directory complete with the name, address and telephone number of credentialed service providers available to provide the agency's clients with support services such as:
 - (1) Alcohol and other drug services;
 - (2) Social and mental health services;

- (3) Medical services;
- (4) Employment services;
- (5) Education and educational counseling;
- (6) Vocational evaluation and counseling;
- (7) Continuing care services;
- (8) Legal services; and
- (9) Pastoral services.

The agency shall make the directory available to clients at all times and to the division at the time of inspection.

iRecover.US did not have a support services directory at the time of the review.

3. According to 67:61:05:12, each agency shall routinely check the Office of Inspector General's List of Excluded Individuals and Entities to ensure that each new hire as well as any current employee is not on the excluded list. No payment may be provided for services furnished by an excluded individual. Documentation that this has been completed shall be placed in the employee's personnel file.

iRecover.US did not have documentation of Medicaid Exclusion List checks in any of the reviewed personnel files. In order to meet the "routine" requirement, the list should be checked at least annually.

4. According to ARSD 67:61:05:03, All agency staff providing addiction counseling shall meet the standards for addiction counselors or addiction counselor trainees in accordance with BAPP requirements. A certificate and identification card issued by BAPP is evidence of meeting the standards for an addiction counselor or certificate of recognition for an addiction counselor trainee. Counselor certification or trainee recognition shall be obtained before performing any addiction counseling functions.

iRecover.US employs one Licensed Addiction Counselor who completes all of the assessments and treatment plans, but there are a number of employees providing group counseling sessions who are not addiction counselors or addiction counselor trainees.

5. According to ARSD 67:61:05:07, the board of directors or the agency director shall designate an addiction counselor to be responsible for

supervising clinical services, including supervision required for trainees. Supervising clinical services includes:

- (1) Case staffing;
- (2) Individual case supervision;
- (3) Consultation with other clinical professionals;
- (4) Review of case record maintenance; and
- (5) Other clinically appropriate supervision methods determined by agency policy.

If an addiction counselor is not available within the trainee's employing agency, supervision may be obtained on a contractual or consultant basis from an outside party meeting the required qualifications.

iRecover.US did not have an addiction counselor providing clinical supervision at the time of the review.

6. According to ARSD 67:61:07:12, the program shall document for each client the progress and reasons for retaining the client at the present level of care; and an individualized plan of action to address the reasons for retaining the individual in the present level of care. This document is maintained in the client case record. It is appropriate to retain the client at the present level of care if:

- (1) The client is making progress, but has not yet achieved the goals articulated in the individualized treatment plan. Continued treatment at the present level of care is assessed as necessary to permit the client to continue to work toward his or her treatment goals; or

- (2) The client is not yet making progress, but has the capacity to resolve his or her problems. He or she is actively working toward the goals articulated in the individualized treatment plan. Continued treatment at the present level of care is assessed as necessary to permit the client to continue to work toward his or her treatment goals; or

- (3) New problems have been identified that are appropriately treated at the present level of care. The new problem or priority requires services, the frequency and intensity of which can only safely be delivered by continued stay in the current level of care. The level of care in which the client is receiving treatment is,

therefore, the least intensive level at which the client's new problems can be addressed effectively.

The individualized plan of action to address the reasons for retaining the individual in the present level of care shall be documented every:

- (a) Two calendar days for:
 - (i) Clinically-managed residential detoxification;

- (b) 14 calendar days for:
 - (i) Early intervention services;
 - (ii) Intensive outpatient services;
 - (iii) Day treatment services; and
 - (iv) Medically monitored intensive inpatient treatment; and

- (c) 30 calendar days for:
 - (i) Outpatient treatment program; and
 - (ii) Clinically-managed low-intensity residential treatment.

All applicable reviewed files were missing continued service criteria as well as the individualized plan of action to address the reasons for retaining the client.

7. According to ARSD 67:61:05:07, a medically-monitored intensive inpatient treatment program for adults shall provide daily to each client a combination of individual, group, or family counseling which shall total a minimum of 21 hours per week. The program shall also provide a minimum of nine hours of additional services on specialized topics that address the specific needs of the client. The additional services shall be identified on the client's treatment plan or continued stay review. These services shall be provided by an individual trained in the specific topic presented.

All 8 reviewed medically-monitored intensive inpatient treatment files were missing 21 hours of counseling and 9 hours of counseling on specialized topics per week. While all files had 30 hours of total counseling documented, the counseling was not conducted by licensed addiction counselors, certified addiction counselors, or addiction counselors trainees, and thus could not count toward the required hours.

SUBSTANCE USE DISORDER ACCREDITATION RESULTS:

	Three Year Accreditation (90%-100%)
	Two Year Accreditation (70%-89%)
	Probation (69% and below)
x	One Year Provisional (70% and above)