

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL079-073	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____	(X3) DATE SURVEY COMPLETED 02/21/2019
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NAME OF PROVIDER OR SUPPLIER FAITH HOUSE	STREET ADDRESS, CITY, STATE, ZIP CODE 1115 ROSEMONT DRIVE REIDSVILLE, NC 27320
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(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETE DATE
V 000	INITIAL COMMENTS An Annual Survey was completed on February 21, 2019. A deficiency was cited. This facility is licensed for the following service category: - 10A NCAC 27G .1700: Residential Treatment-Staff Secure for Children or Adolescents	V 000		
V 295	27G .1703 Residential Tx. Child/Adol - Req. for AP 10A NCAC 27G .1703 REQUIREMENTS FOR ASSOCIATE PROFESSIONALS (a) In addition to the qualified professional specified in Rule .1702 of this Section, each facility shall have at least one full-time direct care staff who meets or exceeds the requirements of an associate professional as set forth in 10A NCAC 27G .0104(1). (b) The governing body responsible for each facility shall develop and implement written policies that specify the responsibilities of its associate professional(s). At a minimum these policies shall address the following: (1) management of the day to day day-to-day operations of the facility; (2) supervision of paraprofessionals regarding responsibilities related to the implementation of each child or adolescent's treatment plan; and (3) participation in service planning meetings.	V 295	<p>DHSR - Mental Health</p> <p>MAR 08 2019</p> <p>Lic. & Cert. Section</p> <p>→ Evidenced by AP job description for Ashton Luke and copy of schedule (March) 3/1/19</p> <p>→ Clinical Mgr & HR Director will ensure that OP/AP will always be on staff/schedule 3/1/19</p> <p>→ Evidenced by job description of AP Ashton Luke.</p> <p>→ Evidenced by Clinical Mgr/OP job description of Bree Toomes</p> <p>→ Evidenced by job descriptions for AP and Clinical Mgr/OP.</p>	

Division of Health Service Regulation
LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE
Melanie Judas OM Director TITLE 3/1/19 (X6) DATE

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL079-73	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED 02/21/2019
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NAME OF PROVIDER OR SUPPLIER FAITH HOUSE	STREET ADDRESS, CITY, STATE, ZIP CODE 1115 ROSEMONT DRIVE REIDSVILLE, NC 27320
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(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETE DATE
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V 295	<p>Continued From page 1</p> <p>This Rule is not met as evidenced by: Based on interview and record review, the facility failed to ensure there was at least one full-time direct care staff who meets or exceeds the requirements of an associate professional to manage the day to day operations of the facility, supervise paraprofessionals related to implementing each client ' s treatment plan and participate in service planning meetings. The findings are:</p> <p>Review of personnel records on 2-20-19 of the House Manager (HM) revealed:</p> <ul style="list-style-type: none"> - date of hire: 2-15-13 - education: high school diploma - job description dated 4-19-18 with some responsibilities listed as: <ul style="list-style-type: none"> - "Work with ... YHS (Youth Haven Services) staff in regards to service delivery to individual client(s)." - "Responsible for maintaining supplies and groceries for facilities." - "Ensure that staff timesheets are complete, accurate, and turned in to HR (Human Resources) in a timely manner as needed." - "Communicate pertinent information to ... client ' s families, and outside agencies to ensure the best treatment for the client is followed." - " ...Review MARS (medication administration records) on a weekly basis to ensure completion." - "Attend and/or provide feedback to client treatment team meetings" - "Arrange visits and schedule appointments for clients as needed (medical, dental, etc.) and ...provide client transportation as required." 	V 295	<p>→ All staff review all clients PCP's so they are aware of clients strengths, needs, goals and preferences. Clinical Mgr/OP creates PCP with parent /client.</p> <p>→ The House Manager is not the AP. Latoya Stade is the House Manager. Ashton Luke is the fulltime AP. He was originally scheduled more at another facility with another FT OP. This has been corrected & the AP, Ashton Luke is now back Fulltime at Faith House.</p>	3/1/19.
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STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL079-73	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED 02/21/2019
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V 295	<p>Continued From page 2</p> <p>Interview on 2-21-19 with the HM revealed she is responsible for the day to day operations of the facility which includes:</p> <ul style="list-style-type: none"> - grocery and supply shopping - reviewing PCPs (Person Centered Plans) - schedules staff to work - reviews staff ' s non-clinical documentation such as timesheets - liaisons with client ' s schools, family, etc - picks up medications and reviews to insure accuracy - organizes and schedules outings - attends and contributes to CFT (Child and Family Team) meetings <p>Interview on 2-21-19 with client #1 revealed:</p> <ul style="list-style-type: none"> - the HM worked full-time at the facility - the HM makes sure things are going right - the HM "takes care of staff" <p>Interview on 2-20-19 with the Residential Director revealed:</p> <ul style="list-style-type: none"> - the Associate Professional at the facility does not have a bachelor ' s degree - her position title is House Manager - the House Manager is responsible for the day to day operations of the facility - the House Manager provides the administrative supervision of the House Counselors - there was another staff person who worked full-time there with a bachelor ' s degree, but that staff is, "a floater because he bounces back and forth" between the facility and another facility 	V 295	<p>In addition, Quality Management Director has registered to attend licensure training 7-10-19.</p>	
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Residential Director/Qualified Professional

Supervisory Relationship: Responsible to the Clinical Director

Job Summary: Provide overall clinical support and guidance to the residential program.

Major Responsibilities:

- Provide individual, group or family therapy services to all the clients in the home and document accordingly.
- Provide clinical supervision to QP, AP and all paraprofessionals working in the home in accordance with their individual supervision plan. Document accordingly.
- Work with staff to assist in the development of clinically appropriate curriculum, interventions, and treatment for behavior management and modification.
- Document all LP interventions on a weekly basis.
- Review admissions and discharges for clinical appropriateness.
- Attend house meetings as needed.
- Facilitate Child and Family Treatment Team meetings monthly.
- Work in conjunction with House Manager and staff; always striving to coordinate and implement each consumer's Person Centered Plan, while always communicating effectively with parents/guardian's about the consumer's progress.
- Monitor and assist AP and house counselors to ensure the best care and treatment is given to the clients at all times.
- Supervise Group Home Managers
- Responsible for ensuring program is fiscally and ethically sound at all times
- Work closely with House Manager to ensure residential notes are clinically appropriate.
- Be available for house managers/AP in crisis intervention (may be tele-phonically)

Qualified Professional responsibilities:

- Ensure Medicaid daily shift notes are appropriately and timely documented. Ensure therapeutic content is reflective of appropriate interventions in line with the consumer's Person Centered Plan.
- Work in conjunction with house manager as well as QA/QI Manager to ensure the house environment and all required documentation (notes, MAR'S, fire drills, etc.) are of the highest quality standard.
- Work in conjunction with house manager and AP to ensure activity log is implemented and therapeutically appropriate.
- The QP is required to perform administrative and clinical responsibilities a minimum of 10 hours each week per facility, with at least 7 of those weekly hours completed while the consumers are awake and present in the facility.
- Document all interventions on a monthly tracking log.
- Facilitate and complete intake paperwork/process for new admissions
- Attend and participate in all required Youth Haven and state required trainings, meetings, and workshops
- Provide basic case management functions for residential consumers

Dove Howe
AP

Youth Haven Services, Inc.
Residential Associate Professional

Supervisory Relationship: Administrative supervisor: Program Manager
Clinical Supervisor: Residential QP and/or Director

Job Summary:

Under the supervision of the Residential Director and/or Qualified Professional (QP) and Program Manager, provides direct care and rehabilitative services for a group of client's mental illness as outlined on their Person Centered Plan. Duties must be performed according to YHS policies and standards dictated by State guidelines. Work hours vary according to client(s) needs.

Major Responsibilities:

- Review client information and person centered plans to understand needs, limitations, strengths and goals of individuals served.
- Provide delivery of skill building activities such as independent living skills, socialization, adaptation and symptom monitoring / management skills.
- Complete documentation [on client progress] as outlined by program guidelines as needed on a timely basis. Maintain all other records and complete paperwork as required.
- Provide wellness education and use interventions from Person Centered Plans (P.C.P.) to assist in achieving rehabilitative and recovery goals.
- Follow P.C.P. to aid in development of leisure time, interests, and activities.
- Management of the day-to-day operations of the facility.
- Supervision of house counselors responsibilities regarding clients' treatment (review behavior sheet, level system, etc.).
- Provide therapeutic mentoring, anger management and social skills training.
- Issue consequences and rewards according to YHS rules and privilege system.
- Follow daily schedule to establish routine and promote structure.
- Maintain a safe and clean environment.
- Cook meals and perform routine housekeeping duties.
- Administer prescribed medication(s) for clients as needed and document appropriately.
- Work with immediate supervisor and other YHS staff in regards to service delivery to individual client(s).
- Communicate pertinent information to other staff and House Manager.
- Establish and maintain a therapeutic relationship with clients and their families.
- Attend and/or provide feedback to client treatment team meetings when needed.
- Attend and participate in all required Youth Haven and state required trainings, meetings, and workshops
- Maintain a valid driver's license and provide client transportation as required.
- Maintain updated documentation of basic qualification and certifications for employment. Complete in-service and external training as required.
- Perform other work related duties as required.
- All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.

Faith House
AP

Youth Haven Services, Inc.

Residential Associate Professional

Supervisory Relationship: Administrative supervisor: Program Manager

Clinical Supervisor: ~~Clinical~~ Director
Residential

Job Summary:

Under the supervision of the Clinical Director and/or Qualified Professional (QP) and Program Manager, provides direct care and rehabilitative services for a group of client's mental illness as outlined on their Person Centered Plan. Duties must be performed according to YHS policies and standards dictated by State guidelines. Work hours vary according to client(s) needs.

Major Responsibilities:

- Review client information and person centered plans to understand needs, limitations, strengths and goals of individuals served.
- Identify and develop monthly calendar of activities for clients to increase social skills, etc.
- Provide delivery of skill building activities such as independent living skills, socialization, adaptation and symptom monitoring / management skills.
- Complete documentation [on client progress] as outlined by program guidelines as needed on a timely basis. Maintain all other records and complete paperwork as required.
- Provide wellness education and use interventions from Person Centered Plans (P.C.P.) to assist in achieving rehabilitative and recovery goals.
- Follow P.C.P. to aid in development of leisure time, interests, and activities.
- Management of the day-to-day operations of the facility.
- Supervision of house counselors responsibilities regarding clients' treatment (review behavior sheet, level system, etc.).
- Provide therapeutic mentoring, anger management and social skills training.
- Issue consequences and rewards according to YHS rules and privilege system.
- Follow daily schedule to establish routine and promote structure.
- Maintain a safe and clean environment.
- Cook meals and perform routine housekeeping duties.
- Administer prescribed medication(s) for clients as needed and document appropriately.
- Work with immediate supervisor and other YHS staff in regards to service delivery to individual client(s).
- Communicate pertinent information to other staff and House Manager.
- Establish and maintain a therapeutic relationship with clients and their families.
- Attend and/or provide feedback to client treatment team meetings when needed.
- Attend and participate in all required Youth Haven and state required trainings, meetings, and workshops
- Maintain a valid driver's license and provide client transportation as required.
- Maintain updated documentation of basic qualification and certifications for employment. Complete in-service and external training as required.
- Perform other work related duties as required.
- All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.

Qualifications:

Minimal requirement is a 4 year college degree. Some experience with at risk population is preferred. Ability to teach skill building activities and document and maintain required records for facility (i.e. progress notes, daily attendance logs, activity logs, emergency drills, MAR, etc.)

- Demonstrate knowledge, skills, and abilities required by the population served.
- Ability to communicate effectively and professionally in verbal and written form.
- Ability to observe and assess clients in order to contribute to treatment plans.
- Ability to follow oral and written instructions.
- Ability to use computers for any work related task.
- Ability to relate positively to persons with disabilities, co-workers, community agencies, etc.
- Competencies shall be demonstrated by exhibiting core skills including:
 - Technical knowledge: knowledge of using computer, systems, etc. for job
 - Cultural awareness: understanding of how a person's culture may inform their values, behavior, beliefs, and basic assumptions
 - Analytical skills: ability to use good reasoning and problem solving
 - Decision-making: the thought process of selecting a logical choice
 - Interpersonal skills: the skills used by a person to properly interact with others
 - Communication skills: the process by which information is exchanged between individuals
 - Clinical skills: delivering the best evidenced-based care to consumers served

Employee Signature: Alston Duke **Date:** 4/25/18
Supervisor Signature: Samuel Aljun **Date:** 4/25/18



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

ROY COOPER • Governor
MANDY COHEN, MD, MPH • Secretary
MARK PAYNE • Director, Division of Health Service Regulation

February 25, 2019

Dawn Johnson
Youth Haven Services, LLC
229 Turner Drive
Reidsville, North Carolina 27320

Re: Annual Survey Completed February 21, 2019
Faith House, Rosemont Dr. Reidsville, NC. 27320
MHL# 079-073
E-mail Address: dawnjohnson@youthhavenservices.com

Dear Ms. Johnson:

Thank you for the cooperation and courtesy extended during the Annual Survey completed February 21, 2019.

Enclosed you will find the deficiency cited listed on the Statement of Deficiencies Form. The purpose of the Statement of Deficiencies is to provide you with specific details of the practice that does not comply with state regulations. You must develop one Plan of Correction that addresses each deficiency listed on the State Form, and return it to our office within ten days of receipt of this letter. Below you will find details of the type of deficiencies found, the time frames for compliance plus what to include in the Plan of Correction.

Type of Deficiencies Found

- A standard level deficiency.

Time Frames for Compliance

- Standard level deficiencies must be **corrected** within 60 days from the exit of the survey, which is April 22, 2019.

What to include in the Plan of Correction

- Indicate what measures will be put in place to **correct** the deficient area of practice (i.e. changes in policy and procedure, staff training, changes in staffing patterns, etc.).
- Indicate what measures will be put in place to **prevent** the problem from occurring again.

NC DEPARTMENT OF HEALTH AND HUMAN SERVICES • DIVISION OF HEALTH SERVICE REGULATION

LOCATION: 1800 Umstead Drive, Williams Building, Raleigh, NC. 27603
MAILING ADDRESS: 2718 Mail Service Center, Raleigh, NC 27699-2718
www.ncdhhs.gov/dhsr • TEL: 919-855-3795 • FAX: 919-715-8078

AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER

- Indicate **who will monitor** the situation to ensure it will not occur again.
- Indicate **how often** the monitoring will take place.
- Sign and date the bottom of the first page of the State Form.

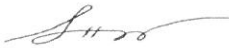
Make a copy of the Statement of Deficiencies with the Plan of Correction to retain for your records.
Please do not include confidential information in your plan of correction and please remember never to send confidential information (protected health information) via email.

Send the original completed form to our office at the following address within 10 days of receipt of this letter.

Mental Health Licensure and Certification Section
NC Division of Health Service Regulation
2718 Mail Service Center
Raleigh, NC 27699-2718

A follow up visit will be conducted to verify all violations have been corrected. If we can be of further assistance, please call Barbara Perdue at (336) 861-6283.

Sincerely,



Scott M. Walton, LCSW, C/I
Facility Compliance Consultant I
Mental Health Licensure & Certification Section

Cc: qmemail@cardinalinnovations.org
File