

Division of Health Service Regulation

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| STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION | (X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL013-158 | (X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____ | (X3) DATE SURVEY COMPLETED 03/26/2019 |
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| NAME OF PROVIDER OR SUPPLIER CABARRUS VOCATIONAL OPPORTUNITIES | STREET ADDRESS, CITY, STATE, ZIP CODE 107 COMMERCIAL PARK DRIVE CONCORD, NC 28027 |
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| V 000 | <p>INITIAL COMMENTS</p> <p>An annual and complaint survey was completed on 3/26/19. The complaint was substantiated (Intake #NC149860). A deficiency was cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G .2300 Adult Developmental and Vocational Program and 10A NCAC 27G .5400 Day Activity Program</p> | V 000 | | |
| V 110 | <p>27G .0204 Training/Supervision Paraprofessionals</p> <p>10A NCAC 27G .0204 COMPETENCIES AND SUPERVISION OF PARAPROFESSIONALS</p> <p>(a) There shall be no privileging requirements for paraprofessionals.</p> <p>(b) Paraprofessionals shall be supervised by an associate professional or by a qualified professional as specified in Rule .0104 of this Subchapter.</p> <p>(c) Paraprofessionals shall demonstrate knowledge, skills and abilities required by the population served.</p> <p>(d) At such time as a competency-based employment system is established by rulemaking, then qualified professionals and associate professionals shall demonstrate competence.</p> <p>(e) Competence shall be demonstrated by exhibiting core skills including:</p> <ol style="list-style-type: none"> (1) technical knowledge; (2) cultural awareness; (3) analytical skills; (4) decision-making; (5) interpersonal skills; (6) communication skills; and (7) clinical skills. <p>(f) The governing body for each facility shall develop and implement policies and procedures for the initiation of the individualized supervision</p> | V 110 | | |

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LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE _____ TITLE _____ (X6) DATE _____

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| V 110 | <p>Continued From page 1</p> <p>plan upon hiring each paraprofessional.</p> <p>This Rule is not met as evidenced by: Based on records review and interviews, the facility failed to ensure staff demonstrated competencies for the population served for 1 of 3 staff (#1) affecting 1 of 6 clients (#1). The findings are:</p> <p>Review on 3/25/19 of client #1's record revealed: -admission date of 11/1/12 with diagnoses of Autistic Disorder and Intellectual Developmental Disabilities(IDD)-Mild; -treatment plan dated 1/24/19 documented client #1 had a broad skill set, was a high school graduate with an occupational course of study, had good self help skills, can read and write, can be easily overwhelmed and needs multi step jobs broken down into one step at a time and was his own guardian; -quarterly summary dated 1/4/19 completed by the Qualified Professional (QP) documented client #1 had no behavioral or medical concerns, worked at local shoe warehouse Monday through Thursday and attends the facility when he was not at the warehouse.</p> <p>Review on 3/26/19 of staff #1's personnel record revealed: -hire date of 5/26/15 with job title of Direct Support Professional of Enclave; -completed trainings in Abuse and Neglect of IDD clients on 6/11/18, Client Rights on 6/15/18, Confidentiality on 6/11/18, Community Careers for IDD clients on 12/13/18, Mental Health Needs of</p> | V 110 | | |

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| V 110 | <p>Continued From page 2</p> <p>IDD clients on 6/18/18, Workplace Safety on 12/11/18, North Carolina Interventions Plus on 6/19/218, CPR/First Aid on 5/23/17 and Client Specifics ongoing with last training on 3/15/19.</p> <p>Review on 3/25/19 of a facility incident report dated 3/18/18 completed by the QP revealed the following documented: -afternoon of 3/18/19, staff #1 exited the local shoe warehouse, loaded up the clients and drove van back towards the facility; -staff #1 received a call from Administrative staff reporting that client #1 was still at the shoe warehouse; -staff #1 turned the van around and went back to the shoe warehouse, picked up client #1 and returned to the facility; -all required entities were notified; -client #1 was not upset and did not realized anything was wrong.</p> <p>Review on 3/25/19 of the facility's internal investigation dated 3/18/19 and completed by the QP and the Site Director (SD) revealed the following documented: -staff #1 suspended on 3/18/19 until completion of internal investigation; -interviewed all 8 clients on the van from the shoe warehouse, some did not even notice client #1 was missing, some reported they saw staff #1 counting clients while in break room and again while heading towards van to load up, those who noticed client #1 was missing did not say anything to staff #1; -client #1 was not upset about being left, just waited for van to return and pick him up; -usually checks his watch and at 2:15pm he knows to stop work and go to break room to leave to get on van; -his watch was broke on 3/18/19 and he</p> | V 110 | | |

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| V 110 | <p>Continued From page 3</p> <p>continued to work until a shoe warehouse employee told him it was past his quitting time; -the QP and SD held a safety meeting with all the clients who work at the shoe warehouse on 3/19/19 to address the issues and go over a new protocol to be implemented before leaving the shoe warehouse parking lot; -a training will be held with all staff to go over new protocol and new form.</p> <p>Interview on 3/26/19 with the QP revealed: -clients who work at the shoe warehouse have to met certain criteria; -first participate in a time study and training prior to going to the shoe warehouse; -these clients are higher functioning, have to understand safety; -must work independently and be self motivated; -client #1 worked on the production floor; -client #1 was able to articulate what happened at the shoe warehouse on 3/18/19; -was not upset about the incident.</p> <p>Interview on 3/26/19 with staff #1 revealed: -worked at the sister facility until came to this facility over a year ago; -started here 12/2017 filling in positions, then transferred to Production Supervisor on the floor, then became an one on one staff to a client in the Innovations Department; -began the shoe warehouse position in 6/2018; -in the mornings, check all clients time cards, ensure goals are correct, turn in then load up and take clients to the shoe warehouse; -very large warehouse, walk all day monitoring clients, all clients work at different sites throughout the warehouse; -also have 3-4 clients who are on a cleaning crew at the warehouse; -also in warehouse are the regular hourly</p> | V 110 | | |

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| V 110 | <p>Continued From page 4</p> <p>employees, their supervisors and security working alongside the clients;</p> <ul style="list-style-type: none"> -when time to leave, everyone knows to meet in the breakroom; -she always counts heads in the breakroom and also counts again in the parking lot as heading towards the van; -remember counting the clients on 3/18/19, must have miscounted; -was in transit from the warehouse back to the facility when received a phone call from Administrative staff telling her she left client #1 at the warehouse; -was not aware client #1 was not with her, nobody said anything on the van about client #1 missing; -turned van around, went back to the warehouse and picked up client #1, he was fine, got on van and smiled; -first time this has ever happened, never done anything like this before; -currently on leave, waiting for internal investigation to be completed; -client #1 is high functioning, "can do most anything;" -client #1 is routine driven, independent, no behavioral issues, rarely have to redirect him. <p>Interview on 3/26/19 with client #1 revealed:</p> <ul style="list-style-type: none"> -work at the shoe warehouse; -ride the van to the warehouse and back; -staff #1 takes him and brings him back; -staff # stays with him at the warehouse; -remember being left at the warehouse; -usually wear his watch and knows what time to stop work; -watch not working; -a lot of people at warehouse, not alone; -asked what time it was, employee told him it was 2:30pm; -he went to look for van, it was gone; | V 110 | | |

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| V 110 | <p>Continued From page 5</p> <ul style="list-style-type: none"> -he told security guard who called someone; -stood in front room by security guard's office waiting on van to come back; -staff #1 came back and picked him up; -he did not wait long on staff #1, was not scared or upset; -never happened before; -feels safe at the warehouse and safe with staff #1; -knows to meet in break room in afternoons at certain time to load up on van to go back to the facility. <p>Interview on 3/26/19 with the SD and the Chief Executive Officer revealed:</p> <ul style="list-style-type: none"> -plan to allow staff #2 to come back with training and disciplinary action; -implemented new protocol and new form to address this issue and prevent repeat incidents. | V 110 | | |