

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL026-939	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED 09/03/2019
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NAME OF PROVIDER OR SUPPLIER SUNRISE RESIDENTIAL CARE	STREET ADDRESS, CITY, STATE, ZIP CODE 5227 OLD RAILROAD WAY HOPE MILLS, NC 28348
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V 000	<p>INITIAL COMMENTS</p> <p>A complaint survey was completed on September 3, 2019. The complaints were substantiated (Intakes #NC00154414, #NC00154555, #NC00154559, #NC00154649 and #NC00154700). Deficiencies were cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G .5600A Supervised Living for Adults with Mental Illness.</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</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>for the initiation of the individualized supervision plan upon hiring each paraprofessional.</p> <p>This Rule is not met as evidenced by: Based on record reviews and interviews, the facility failed to ensure that paraprofessionals were supervised by an associate professional (AP) or qualified professional (QP) and failed to demonstrate knowledge, skills and abilities required by the population served affecting 2 of 2 current staff audited (Staff #1, Licensee). The findings are:</p> <p>Finding #1: Review on 8/28/19 and 8/29/19 of Staff #1's record revealed: -Job title was Direct Care Staff. -Hire date 4/14/19. -No documentation of supervision by a QP or AP.</p> <p>Finding #2: Review on 8/28/19 and 8/29/19 of the Licensee's record revealed: -Hire date 4/16/12. -No documentation of supervision by a QP or AP.</p> <p>Interview on 8/28/19 the Licensee stated: -She had hired a QP who also worked for the Psychosocial Rehabilitation (PSR) program attended by client #2. When the "state came" (annual survey in April 2019) she did her research and "fired him." "He treated me like a part time, so I fired him like a part time." -At the present time she was "taking applications"</p>	V 110		

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V 110	Continued From page 2 for a QP. -She knew a lady who was a QP at another PSR so she called her. She told her she could not hire her until she did a "registry check." She was here for a couple of days. She paid her \$200 and requested a receipt. The QP gave her a contract instead, but she refused to sign. -She missed therapy appointments for client #2 because she was not informed by the PSR. -On 8/2/19 she told client #2's guardian representatives they would need to talk to her (the Licencee's) attorney before they could take client #2 from the facility. Refer to V131, V133, and V291 for additional information.	V 110		
V 131	G.S. 131E-256 (D2) HCPR - Prior Employment Verification G.S. §131E-256 HEALTH CARE PERSONNEL REGISTRY (d2) Before hiring health care personnel into a health care facility or service, every employer at a health care facility shall access the Health Care Personnel Registry and shall note each incident of access in the appropriate business files. This Rule is not met as evidenced by: Based on record reviews and interviews, the facility failed to document accessing the Health Care Personnel Registry (HCPR) prior to hiring 3 of 3 audited staff (Staff #1, Former Qualified	V 131		

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V 131	<p>Continued From page 3</p> <p>Professional (FQP) #7 and FQP#5). The findings are:</p> <p>Finding #1: Review on 8/28/19 and 8/29/19 of Staff #1's record revealed: -Job title was Direct Care Staff. -Hire date 4/14/19. -No HCPR check documented prior to hire on 4/14/19. -Prior hire date 4/15/17; prior HCPR checks documented 6/4/17 and 10/5/18.</p> <p>Interview on 8/28/19 Staff #1 stated she was hired the first time on 4/15/17. She left employment in January 2019, and was rehired 4/14/19.</p> <p>Finding #2: Review on 8/28/19 of FQP#7's file revealed: -No documentation of a hire date or date she started providing QP services for the facility. -No documentation the HCPR was checked. -Obtained a baccalaureate degree in 2001 in law enforcement. No documentation she was licensed by a professional licensure Board.</p> <p>Review on 8/28/19 of client #2's facility service plan revealed FQP#7 signed/dated form 7/19/19.</p> <p>During interview on 8/29/19 FQP#7 stated: -She worked for the Licensee for a short time to help her with a plan of correction. -She did not complete an application for employment, "[the Licensee] said she only needed my credentials." -Her last date of employment with the Licensee was August 2, 2019.</p> <p>Finding #3:</p>	V 131		

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V 131	<p>Continued From page 4</p> <p>Review on 8/28/19 of FQP#5's file revealed:</p> <ul style="list-style-type: none"> - No documentation of a hire date or date he began providing QP services for the facility. - HCPR check dated 5/14/15. - Bachelor's degree in Physical Education 1999 and a Master's degree in Counseling 2013. - A letter from the Licensee dated 5/30/19 terminating FQP#5's employment. <p>Review on 8/28/19 of facility records revealed typewritten notes regarding client #1 dated 6/1/19</p> <ul style="list-style-type: none"> - 6/29/19 with "Qualified Professional Name: [FQP#5]." <p>During interview on 8/28/19 FQP#5 stated:</p> <ul style="list-style-type: none"> - He began working for the Licensee at "the first of the year, January 2019." - He worked for the Licensee until the end of June 2019. - He never completed an application for employment and was never given a job description when he began work. <p>Interviews on 8/28/19, 8/29/19 and 8/30/19 the Licensee stated:</p> <ul style="list-style-type: none"> -She had no documentation of HCPR checks prior to hire on 4/14/19 for Staff #1. -She told FQP#7 she couldn't hire her until she did a "registry check." -She did not hire FQP#7 and never signed a contract for QP services; she wanted to see if FQP#7 "would work out." She was not satisfied with her services and terminated FQP#7's services. -She could not identify dates of services of FQP#7. -She could not identify a hire date for FQP#5; he worked for her for a few months and she terminated his services; FQP#5's HCPR check was completed prior to his hire. 	V 131		

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V 131	Continued From page 5 -She could not find documentation of HCPR check for FQP#7 or FQP#5. -Some documentation had been removed from her records and provided to her attorney. -She would look for HCPR documentation and fax to surveyors by noon on 9/03/19. As of 5 pm on 9/3/19 no information was received from Licensee.	V 131		
V 133	G.S. 122C-80 Criminal History Record Check G.S. §122C-80 CRIMINAL HISTORY RECORD CHECK REQUIRED FOR CERTAIN APPLICANTS FOR EMPLOYMENT. (a) Definition. - As used in this section, the term "provider" applies to an area authority/county program and any provider of mental health, developmental disability, and substance abuse services that is licensable under Article 2 of this Chapter. (b) Requirement. - An offer of employment by a provider licensed under this Chapter to an applicant to fill a position that does not require the applicant to have an occupational license is conditioned on consent to a State and national criminal history record check of the applicant. If the applicant has been a resident of this State for less than five years, then the offer of employment is conditioned on consent to a State and national criminal history record check of the applicant. The national criminal history record check shall include a check of the applicant's fingerprints. If the applicant has been a resident of this State for five years or more, then the offer is conditioned on consent to a State criminal history record check of the applicant. A provider shall not employ an applicant who refuses to consent to a criminal history record check required by this	V 133		

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V 133	Continued From page 6 section. Except as otherwise provided in this subsection, within five business days of making the conditional offer of employment, a provider shall submit a request to the Department of Justice under G.S. 114-19.10 to conduct a criminal history record check required by this section or shall submit a request to a private entity to conduct a State criminal history record check required by this section. Notwithstanding G.S. 114-19.10, the Department of Justice shall return the results of national criminal history record checks for employment positions not covered by Public Law 105-277 to the Department of Health and Human Services, Criminal Records Check Unit. Within five business days of receipt of the national criminal history of the person, the Department of Health and Human Services, Criminal Records Check Unit, shall notify the provider as to whether the information received may affect the employability of the applicant. In no case shall the results of the national criminal history record check be shared with the provider. Providers shall make available upon request verification that a criminal history check has been completed on any staff covered by this section. A county that has adopted an appropriate local ordinance and has access to the Division of Criminal Information data bank may conduct on behalf of a provider a State criminal history record check required by this section without the provider having to submit a request to the Department of Justice. In such a case, the county shall commence with the State criminal history record check required by this section within five business days of the conditional offer of employment by the provider. All criminal history information received by the provider is confidential and may not be disclosed, except to the applicant as provided in subsection	V 133		

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V 133	<p>Continued From page 7</p> <p>(c) of this section. For purposes of this subsection, the term "private entity" means a business regularly engaged in conducting criminal history record checks utilizing public records obtained from a State agency.</p> <p>(c) Action. - If an applicant's criminal history record check reveals one or more convictions of a relevant offense, the provider shall consider all of the following factors in determining whether to hire the applicant:</p> <ol style="list-style-type: none"> (1) The level and seriousness of the crime. (2) The date of the crime. (3) The age of the person at the time of the conviction. (4) The circumstances surrounding the commission of the crime, if known. (5) The nexus between the criminal conduct of the person and the job duties of the position to be filled. (6) The prison, jail, probation, parole, rehabilitation, and employment records of the person since the date the crime was committed. (7) The subsequent commission by the person of a relevant offense. <p>The fact of conviction of a relevant offense alone shall not be a bar to employment; however, the listed factors shall be considered by the provider. If the provider disqualifies an applicant after consideration of the relevant factors, then the provider may disclose information contained in the criminal history record check that is relevant to the disqualification, but may not provide a copy of the criminal history record check to the applicant.</p> <p>(d) Limited Immunity. - A provider and an officer or employee of a provider that, in good faith, complies with this section shall be immune from civil liability for:</p> <ol style="list-style-type: none"> (1) The failure of the provider to employ an 	V 133		

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V 133	<p>Continued From page 8</p> <p>individual on the basis of information provided in the criminal history record check of the individual.</p> <p>(2) Failure to check an employee's history of criminal offenses if the employee's criminal history record check is requested and received in compliance with this section.</p> <p>(e) Relevant Offense. - As used in this section, "relevant offense" means a county, state, or federal criminal history of conviction or pending indictment of a crime, whether a misdemeanor or felony, that bears upon an individual's fitness to have responsibility for the safety and well-being of persons needing mental health, developmental disabilities, or substance abuse services. These crimes include the criminal offenses set forth in any of the following Articles of Chapter 14 of the General Statutes: Article 5, Counterfeiting and Issuing Monetary Substitutes; Article 5A, Endangering Executive and Legislative Officers; Article 6, Homicide; Article 7A, Rape and Other Sex Offenses; Article 8, Assaults; Article 10, Kidnapping and Abduction; Article 13, Malicious Injury or Damage by Use of Explosive or Incendiary Device or Material; Article 14, Burglary and Other Housebreakings; Article 15, Arson and Other Burnings; Article 16, Larceny; Article 17, Robbery; Article 18, Embezzlement; Article 19, False Pretenses and Cheats; Article 19A, Obtaining Property or Services by False or Fraudulent Use of Credit Device or Other Means; Article 19B, Financial Transaction Card Crime Act; Article 20, Frauds; Article 21, Forgery; Article 26, Offenses Against Public Morality and Decency; Article 26A, Adult Establishments; Article 27, Prostitution; Article 28, Perjury; Article 29, Bribery; Article 31, Misconduct in Public Office; Article 35, Offenses Against the Public Peace; Article 36A, Riots and Civil Disorders; Article 39, Protection of Minors; Article 40,</p>	V 133		

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V 133	<p>Continued From page 9</p> <p>Protection of the Family; Article 59, Public Intoxication; and Article 60, Computer-Related Crime. These crimes also include possession or sale of drugs in violation of the North Carolina Controlled Substances Act, Article 5 of Chapter 90 of the General Statutes, and alcohol-related offenses such as sale to underage persons in violation of G.S. 18B-302 or driving while impaired in violation of G.S. 20-138.1 through G.S. 20-138.5.</p> <p>(f) Penalty for Furnishing False Information. - Any applicant for employment who willfully furnishes, supplies, or otherwise gives false information on an employment application that is the basis for a criminal history record check under this section shall be guilty of a Class A1 misdemeanor.</p> <p>(g) Conditional Employment. - A provider may employ an applicant conditionally prior to obtaining the results of a criminal history record check regarding the applicant if both of the following requirements are met:</p> <p>(1) The provider shall not employ an applicant prior to obtaining the applicant's consent for criminal history record check as required in subsection (b) of this section or the completed fingerprint cards as required in G.S. 114-19.10.</p> <p>(2) The provider shall submit the request for a criminal history record check not later than five business days after the individual begins conditional employment. (2000-154, s. 4; 2001-155, s. 1; 2004-124, ss. 10.19D(c), (h); 2005-4, ss. 1, 2, 3, 4, 5(a); 2007-444, s. 3.)</p> <p>This Rule is not met as evidenced by: Based on record reviews and interviews, the</p>	V 133		
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V 133	<p>Continued From page 10</p> <p>facility failed to submit a request for a state criminal history record check, as required, within five business days of making the conditional offer of employment for 3 of 3 audited staff (Staff #1, Former Qualified Professional (FQP) #7, and FQP#5). The findings are:</p> <p>Finding #1: Review on 8/28/19 and 8/29/19 of Staff #1's record revealed: -Job title was Direct Care Staff. -Hire date 4/14/19. -No national criminal background check including finger prints documented prior to hire on 4/14/19. -A statewide criminal background check, without fingerprints, dated 6/11/17, was documented for Staff #1's prior hire date on 4/15/17.</p> <p>Interview on 8/28/19 Staff #1 stated: -She was hired the first time on 4/15/17. She left employment in January 2019, and was rehired 4/14/19. -She moved to North Carolina in 2017. -She did not recall ever having finger prints done for a criminal background check. She was positive she did not have finger prints done with a criminal background check when re-hired in April of 2019.</p> <p>Finding #2: Review on 8/28/19 of FQP#7's file revealed: -No documentation of a hire date or date she started providing QP services for the facility. -No documentation a criminal background check. -Obtained a baccalaureate degree in 2001 in law enforcement. No documentation she was licensed by a professional licensure Board.</p> <p>Review on 8/28/19 of client #2's facility service plan revealed FQP#7 signed/dated form 7/19/19.</p>	V 133		

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V 133	<p>Continued From page 11</p> <p>During interview on 8/29/19 FQP#7 stated: -She worked for the Licensee for a short time to help her with a plan of correction. -She did not complete an application for employment, "[the Licensee] said she only needed my credentials." -Her last date of employment with the Licensee was August 2, 2019.</p> <p>Finding #3: Review on 8/28/19 of FQP#5's file revealed: -No documentation of a hire date or date he started providing QP services for the facility. -Criminal background check dated 5/14/15. -Bachelor's degree in Physical Education 1999 and Master's degree in Counseling 2013. -A letter from the Licensee dated 5/30/19 terminating FQP#5's employment.</p> <p>Review on 8/28/19 of facility records revealed typewritten notes regarding client #1 dated 6/1/19 - 6/29/19 with "Qualified Professional Name: [FQP#5]."</p> <p>During interview on 8/28/19 FQP#5 stated: -He began working for the Licensee at "the first of the year, January 2019." -He worked for the Licensee until the end of June 2019. -He never completed an application for employment and was never given a job description when he began work.</p> <p>Interviews on 8/28/19, 8/29/19 and 8/30/19 the Licensee stated: -She had no documentation of a national criminal background check with finger prints for Staff #1. -Staff #1 did not tell her she had lived outside of the state within 5 years of hire.</p>	V 133		

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V 133	<p>Continued From page 12</p> <ul style="list-style-type: none"> -She could not identify dates of services of FQP#7. -She did not hire FQP#7 and never signed a contract for QP services. She was not satisfied with her services and terminated FQP#7's services. -She could not identify a hire date for FQP#5; he worked for her for a few months and she terminated his services. -She could not find documentation of a criminal background check for FQP#7. -She could not find documentation of a criminal background check completed for FQP#5 prior to his hire date. -Some documentation had been removed from her records and provided to her attorney. -She would look for criminal background check documentation and fax to surveyors by noon on 9/03/19. <p>As of 5 pm on 9/3/19 no information had been received from Licensee.</p>	V 133		
V 291	<p>27G .5603 Supervised Living - Operations</p> <p>10A NCAC 27G .5603 OPERATIONS</p> <p>(a) Capacity. A facility shall serve no more than six clients when the clients have mental illness or developmental disabilities. Any facility licensed on June 15, 2001, and providing services to more than six clients at that time, may continue to provide services at no more than the facility's licensed capacity.</p> <p>(b) Service Coordination. Coordination shall be maintained between the facility operator and the qualified professionals who are responsible for treatment/habilitation or case management.</p> <p>(c) Participation of the Family or Legally Responsible Person. Each client shall be</p>	V 291		

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V 291	<p>Continued From page 13</p> <p>provided the opportunity to maintain an ongoing relationship with her or his family through such means as visits to the facility and visits outside the facility. Reports shall be submitted at least annually to the parent of a minor resident, or the legally responsible person of an adult resident. Reports may be in writing or take the form of a conference and shall focus on the client's progress toward meeting individual goals.</p> <p>(d) Program Activities. Each client shall have activity opportunities based on her/his choices, needs and the treatment/habilitation plan. Activities shall be designed to foster community inclusion. Choices may be limited when the court or legal system is involved or when health or safety issues become a primary concern.</p> <p>This Rule is not met as evidenced by: Based on record reviews and interviews, the facility failed to maintain service coordination between the facility operator and the qualified professionals and guardian who were responsible for treatment/habilitation for 1 of 2 clients audited (client #2). The findings are:</p> <p>Review on 8/28/19 and 8/29/19 of client #2's record revealed: -19 year old female admitted 11/19/18. -Diagnoses included Schizophrenia, unspecified; Major Depressive Disorder, Recurrent, Moderate; Unspecified Intellectual Disabilities; Posttraumatic Stress Disorder (PTSD), Chronic; Attention Deficit Hyperactive Disorder (ADHD), Combined Type; child physical abuse and neglect.</p> <p>Review on 8/30/19 of client #2's Clinical Assessment dated 1/7/19 revealed:</p>	V 291		

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V 291	Continued From page 14 -Clinical Summary documented, "Consumer is a 19 year old, unmarried caucasian female ...being placed in a group home. Consumer reports that she feels bad for the things she has done in the past and does not know if she has the ability to heal from these things. Consumer shows a desire to change in an effort to go home one day. Consumer's guardian and documentation reports a history of parental abuse and neglect which resulted in consumer being removed from her home at the age of 4 years old. Consumer had a history of PostTraumatic Stress Disorder, Attention Deficit Hyperactive Disorder, combined, Reactive Attachment Disorder, ODD (Oppositional Defiance Disorder), and Mild Intellectual Disability... Consumer reports a past history of auditory and visual hallucinations in the past but denies them currently. Consumer also had a history of aggressive behavior toward others, defiance and risky behavior but guardian has not noted this behavior since living in group home. Consumer explains she was incarcerated for verbal threats to her family. Consumer shares that she was misunderstood and had no intent on hurting anyone. Consumer shares she was reacting to comments that had been made toward her. Consumer reports being called a slut and retarded. In addition to prior diagnosis, Consumer's initial presentation was congruent with Major Depressive Disorder, recurrent episode, moderate. This is evidenced by the consumer's consistent depressive state nearly every day for most of the day. Consumer explains feeling that she feels depressed most days out of the week. Consumer reports feelings of worthlessness and crying spells. She also reports inappropriate guilt. Additionally, consumer finds that it is difficult to concentrate. She does not have suicidal ideations but feels deep remorse for her past actions."	V 291		

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V 291	<p>Continued From page 15</p> <p>-Recommendations included medication management, participation in a psychosocial rehabilitation program (PSR), and outpatient Cognitive Behavior Therapy weekly, 53-60 minute sessions.</p> <p>Review on 8/30/19 of client #2's treatment plan completed 2/13/19 and reviewed/updated 5/9/19 revealed:</p> <p>-Client #1 had a goal to gain increased awareness and motivation to develop independent living skills. The skills included social relationship skills and personal care and health.</p> <p>-Among those responsible to support client #2 to accomplish this goal was a therapist to provide outpatient therapy and assist client #2 in learning coping skills and social skills to manage symptoms.</p> <p>-On 5/9/19 it was documented that client #2 had made minimum progress toward the completion of her goal. Client #2 had refused to follow directions at the group home and her PSR, refused to acknowledge her behaviors were inappropriate, made excuses for everything she did and blamed others. Client #2 had been suspended 7 times from her PSR for inappropriate behaviors.</p> <p>Review on 9/3/19 of client #2's outpatient therapy visit summary received via facsimile on 9/3/19 from her Former Therapist revealed:</p> <p>-Client #2's therapy between May 2019 and July 2019 was provided by the same agency that did her clinical assessment on 1/7/19.</p> <p>-A follow up appointment for therapy was not scheduled until 5/17/19.</p> <p>-Client #2 missed the appointment on 5/17/19. Appointment was rescheduled for 5/24/19.</p> <p>-Client #2 presented for therapy on 5/24/19,</p>	V 291		

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V 291	<p>Continued From page 16</p> <p>6/7/19, 6/28/19, 7/5/19.</p> <p>-Client #2 missed her appointments on the following dates: 5/17/19, 5/31/19, 6/14/19, 6/21/19, 7/12/19.</p> <p>-Following the 7/5/19 appointment, the Licensee called the therapist's office and left a message with the administrative support person that therapy would no longer be needed.</p> <p>Review on 9/3/19 of documentation received via facsimile on 9/3/19 from client #2's Current Therapist revealed:</p> <p>-Consents for therapy signed by the guardian on 7/8/19.</p> <p>-No documentation of visits scheduled, or dates seen for therapy.</p> <p>-The plan was weekly visits.</p> <p>Interview on 8/30/19 the Former Therapist stated:</p> <p>-She had last seen client #2 for therapy on 7/5/19.</p> <p>-Client #2 was supposed to have been seen weekly. She missed 6 appointments.</p> <p>-After she saw client #2 in July, the Licensee called and ended services.</p> <p>-She was concerned for the client. She did not know why the therapy had been discontinued.</p> <p>Interview on 9/3/19 the PSR Qualified Professional (QP) stated:</p> <p>-PSR staff had established an appointment for client #1 with her Former Therapist.</p> <p>-PSR notified the Licensee when the first appointment was made. It was the responsibility of the Licensee to make future appointments and provide transportation.</p> <p>-PSR staff would transport as a courtesy if the client was attending PSR on the day of an appointment.</p> <p>-They started tracking client #2's suspensions from PSR in March 2019.</p>	V 291		

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V 291	<p>Continued From page 17</p> <p>-Client #2 had been absent from PSR due to suspensions and transportation problems. Her suspensions were due to her disruptive behaviors.</p> <p>-Client #2 was suspended 6/14/19 (Friday) and was absent from PSR the following week, 6/17/19-6/21/19. She was absent from PSR 7/10/19-7/12/19, but he was not sure if this was due to suspension or transportation.</p> <p>-Client #2 was suspended 7/23/19 until they were able to have a treatment team meeting on 8/15/19. At that meeting it was decided to reduce PSR attendance from 5 days a week to 2 days a week in an effort to have client #2 successfully complete her days when she did attend. The treatment team discussed 5 days a week may have been too much for client #2 to accomplish.</p> <p>-During the 8/15/19 treatment team meeting, the Licensee expressed concerns about reducing client #2's attendance. Her concerns were not related to client #2. Her concerns were for the Licensee having appointments during the week and the need to pay staff to stay with client #2 for time that she would have been at PSR.</p> <p>-Client #2 returned to PSR 8/19/19 to begin a 2 day/week schedule on Mondays and Fridays. On her next day, 8/23/19, she had a "melt down" and ran to the busy street near the PSR. The police and Licensee were called. The Licensee arrived before police and was able to get the client into her car and leave before police arrived.</p> <p>-Client #2 continued to be suspended until the treatment team could meet again. There was a meeting scheduled in early September; he could not recall the date during the interview.</p> <p>Interview on 8/30/19 and 9/3/19 the Guardian Representative stated: -The last treatment team meeting was on 8/15/19. They met to discuss client #2's</p>	V 291		

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V 291	<p>Continued From page 18</p> <p>behaviors at PSR (walking out, trouble with peers, disruptive behaviors). She had been suspended for 2 weeks.</p> <p>-The Licensee shared that she was changing client #2's therapist.</p> <p>-PSR had provided transportation of client #2 to therapy appointments. Client #2's absences from PSR created transportation problems; therefore, the Licensee was changing to a therapist that would come to the group home. He believed some of the missed therapy appointments were times the client had been suspended. (Missed appointments on 6/14/19, 6/21/19, and 7/12/19 were dates the PSR QP reported client #2 had been suspended.)</p> <p>-On 8/2/19 at 8:30am, two guardian representatives arrived at the group home to pick up client #2 for an appointment. There was no one at the group home and they were not able to reach the Licensee. They reached the facility Former Qualified Professional (FQP) #7 and was told the Licensee "panicked" because she believed the guardian representatives were not going to return the client to the home. The guardian representatives continued to look for the Licensee and client #2 in the nearby community. They finally were able to reach the Licensee via phone. The Licensee refused to return the client to the home and informed the guardian representatives they would have to talk with her attorney. The appointment was missed as a result of the Licensee's refusal to cooperate.</p> <p>-The attorney for the Department of Social Services (client #2's guardian) contacted the Licensee's attorney.</p> <p>-The Licensee was contacted and told she could not prevent the guardian access to the client. The appointment was rescheduled and they were able to take the client to the new appointment about 3 days later.</p>	V 291		

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V 291	<p>Continued From page 19</p> <p>Interview on 8/28/19 and 8/29/19 client #2 stated: -She had not been to PSR for a couple of weeks. "I've been doing really bad." Peers and staff "pick on me." -She had seen her new therapist but did not talk with the therapist. The therapist just asked her questions.</p> <p>Interviews on 8/28/19 and 8/29/19 the Licensee stated: -PSR had made appointments with the initial Therapist without informing the Licensee. -She had changed Client #2 to another therapist. Client #2 had seen her new therapist two times. (This would have been 2 therapy visits between 7/5/19 and 8/30/19.) -The new therapist would be coming to the home to provide therapy.</p>	V 291		