



Brandi
Nichole
Family
Enrichment
Center

DHSR-Mental Health

OCT 07 2019

Lic. & Cert. Section

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September 26, 2019

Stephanie Gilliam
NC Department of Health and Human Services
Division of Health Service Regulation
2718 Mail Service Center
Raleigh, NC 27699-2718

Re: Interlude MHL-422 Complaints

Dear Ms. Gilliam

This letter of intent is being submitted on behalf of Brandi Nichole Family Enrichment Center, Interlude Respite Facility. I start with an apology for the delayed response, but it is only because I take the finding very seriously and honestly had to contemplate if we can deliver quality service in this venue. We have been in the provider arena for almost 20 years and our motto has always been do no harm. In keeping with the I decided not to appeal the finding. There are some things that I don't agree with that were not very clear, however it is my responsibility to find answer in any area that I am not clear on.

There is no disputing that there was inappropriate supervision because of the type of things that were happening. I have no doubt that the stories are not exact accounts but are enough to let me know there were some serious problems with supervision.

The following things have been implemented:

- No smoking while on duty, which has always been a rule, but each employee has had to sign a paper saying they understand that rule.
- As stated in the papers we had a security system installed. We did have the company come back out to make suggestions and as a result we had alarms put chimes on both bedroom doors downstairs. The alarm company was not able to install those alarms because they no longer make them, so the company purchased alarms from Lowes and mounted them on the outside of the door. It

will alert staff should anyone downstairs open their bedroom door, in addition to having a camera that will snap picture when they come out of their room.

- There is an alarm done by CPI alarm system that goes off between the downstairs bedrooms and the upstairs. This alarm is directly sent to the alarm company as well as staff should the door be opened at night.
- CPI installed an alarm on the main door upstairs that leads to the staff office and the upstairs bedrooms.
- Jewel meets with the Director every Friday and reviews documentation. There are currently at least 3 drop ins per week by Jewel Richardson or me, Karen Cowan
- There are weekly staff meetings.
- There were plans with Asheville Police Department, but they had a change in administration which put things on hold. The meeting is to understand procedure when there is sexual assault. Now arrangements are being made with Buncombe County Sheriff's Department for the training.
- Dayna Guido LCSW has agreed to do team building, working with sexually reactive children and Structured Group Care, scheduling is being done currently.
- We also are maintaining a ratio of 2 or more kids 1 staff – Jewel Richardson and Karen Cowan have filled in when there was not staff available. Kids turned down when even when staff is available if there is question about the histories of consumers not being compatible.
- Poster is up with procedures to follow in the event of a crisis or allegation.
- Home was close for 30 days to re-evaluate and educate staff especially Group Home Director of consistent structure, eyes on at all times, what to report immediately and if there is a question to report immediately even if not necessary.
- Any incident requiring an IRIS will immediately be reported to Agency Director who will advise worker and will make sure that report is completed properly and in a timely manner.
- Log for any concerning behaviors so that there is a record of it and also information for oncoming staff to be aware of.

Respectfully Yours,



Karen M. Cowan

Karen M. Cowan, MSW

GEO