

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL014009	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED 01/24/2020
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NAME OF PROVIDER OR SUPPLIER NEW HORIZONS, P.S.R.	STREET ADDRESS, CITY, STATE, ZIP CODE 247 COMMERCIAL COURT NE LENOIR, NC 28645
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V 000	<p>INITIAL COMMENTS</p> <p>An annual and complaint survey was completed on January 24, 2020. The complaint was unsubstantiated (intake #NC 00158972). A deficiency was cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G .1200 Psychosocial Rehabilitation Facilities for Individuals with Severe and Persistent Mental Illness.</p>	V 000		
V 177	<p>27G .1203 (B) Psychosocial Rehab - Operations</p> <p>10A NCAC 27G .1203 OPERATIONS</p> <p>(b) Employment Services. Each facility shall provide transitional or supported employment services to facilitate client entry into competitive employment.</p> <p>(1) When supported employment services are provided by the facility, each client shall be one for whom competitive employment has not traditionally occurred or has been interrupted or intermittent as a result of severe mental illness.</p> <p>(2) When supported employment is to be provided by the facility, one of the following models shall be used:</p> <p>(A) job coaching and supervision of individuals in an industry or business;</p> <p>(B) mobile crew service jobs of eight or fewer workers in the community under the training and supervision of a crew leader; or</p> <p>(C) small business enterprises operated with eight or fewer workers with training and supervision provided on site.</p> <p>(3) When transitional employment services are provided by the facility:</p> <p>(A) There shall be an agreement between the facility and employer for a specific job and the job shall first be performed by a facility staff member to determine its technical requirements.</p>	V 177		

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

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V 177	<p>Continued From page 1</p> <p>(B) The selection of a client to fill a placement is the responsibility of the facility and the individual client.</p> <p>(4) When supported employment services are provided through a vendorship arrangement between the psychosocial rehabilitation program and the Division of Vocational Rehabilitation, the rules in Section .5800 of this Subchapter shall apply.</p> <p>This Rule is not met as evidenced by: Based on record review and interview, the facility failed to provide transitional or supportive employment services to facilitate client entry into competitive employment for 3 of 3 clients (Clients #1, #2 and #4). The findings are:</p> <p>Review on 1/23/20 of Client #1's record revealed: -Date of admission: 11/20/18; -Diagnoses: Mild Intellectual Developmental Disability (IDD), Post-Traumatic Stress Disorder (PTSD); -A 11/19/18 screening and admission referral recommended psychosocial rehabilitation (PSR) services for her to build independent living skills and maintain healthy socialization; -Her 11/7/19 treatment plan included pre-vocational skill goals of: -being a facility kitchen manager, which involved working as a team member to prepare a meal; -community volunteer work in a local soup kitchen, animal therapy at a local animal shelter, delivery of homebound meals, and/or picking up debris along a designated road; -There was no documentation in her 11/7/19 treatment plan or in her written progress notes</p>	V 177		

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V 177	<p>Continued From page 2</p> <p>from the period 11/8/19 to 1/3/20 that indicated transitional or supportive employment services were provided by the facility.</p> <p>Interview on 1/23/20 with Client #1 revealed: -She came to the program to learn independent living skills; -Her goals at the program included learning how to cook and do volunteer work at a local animal shelter or a local soup kitchen once a month; -Each morning in the 9:30 am meeting, she and her peers met with staff and volunteered to work in one of the four work units; -She managed the kitchen unit once a week which meant she helped her peers get the food ingredients together and they worked together to prepare the lunch meal; -She was interested in getting a part-time job in a grocery store or general cleaning (janitorial) work; -She did not want to work in a fast food restaurant; -She had not discussed her work interests with staff because no one had asked her about her interests.</p> <p>Review on 1/23/20 of Client #2's record revealed: -Date of admission: 7/25/19; -Diagnoses: PTSD, Bipolar Disorder, Generalized Anxiety Disorder, Epilepsy, High Blood Pressure, Acid Reflux, History of Childhood Abuse with resulting traumatic brain injury, Other Specified Depressive Disorder; -A 7/24/19 screening and admission referral recommended PSR services to increase his independent living skills; -His 7/25/19 treatment plan included: -a statement that he wanted to more independent living where he controlled his finances, social life, and understood he did not possess the skills needed currently such as meal</p>	V 177		

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V 177	<p>Continued From page 3</p> <p>preparation, money management, grocery shopping, and the ability to maintain a safe and clean home;</p> <ul style="list-style-type: none"> -pre-vocational goals included completion of facility chores (e.g., taking out the trash, seeping, mopping), and development and use of meal preparation skills; -community volunteer work in a local soup kitchen, animal therapy at a local animal shelter, delivery of homebound meals, and picking up debris along a designated road; <p>-There was no documentation in his 7/25/19 treatment plan or in his written progress notes from the period 8/12/19 to 1/3/20 that indicated transitional or supportive employment services were provided by the facility.</p> <p>Interview on 1/23/20 with Client #2 revealed:</p> <ul style="list-style-type: none"> -He came to the PSR program after moving from another county because he did not want to stay at home and stare at the walls; -He previously attended a vocational workshop in the county where he previously lived; -He received vocational rehabilitation services in the other county for one year and went to work at a fast food restaurant; -He was let go from his job because he had seizures a lot and he was not interested in returning to work in a fast food restaurant; -He was not aware there was a local vocational workshop in his current county of residence; -He believed he needed to work on his socialization skills to deal with his anxiety before going to a vocational workshop again. <p>Review on 1/24/20 of Client #4's record revealed:</p> <ul style="list-style-type: none"> -Admission date: 10/14/19; -Diagnosis: Bi-polar Disorder; -His 10/15/19 treatment plan: <ul style="list-style-type: none"> -included a work history at a fast food 	V 177		

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V 177	<p>Continued From page 4</p> <p>restaurant which he enjoyed and he reported he did well;</p> <p>-included as his treatment goals: gaining independent living skills which included improving money management, and maintaining and use of appropriate social skills and coping skills related to his mental health symptoms;</p> <p>-There was no documentation in his 10/15/19 treatment plan or in his written progress notes from the period 11/11/19-1/13/20 that indicated transitional or supportive employment services were provided by the facility.</p> <p>Interview on 1/23/20 with the Program Manager/Qualified Professional (QP #1) revealed:</p> <p>-His hire date as PSR Program Manager/QP was 4/16/18;</p> <p>-He recalled the names of 3 clients who worked with Vocational Rehabilitation (VR) Services when he began his employment at the program;</p> <p>-While one client was Former Client #3, the three clients he named who received VR services did not include Clients #1, #2 or #4;</p> <p>-He did not provide a list of all clients referred to VR services by the facility within the last 6 months;</p> <p>-He was uncertain if the facility had a working agreement with a local VR program for supportive employment services.</p> <p>Interview on 1/23/20 with the Executive Director (ED)/QP #2 revealed:</p> <p>-He assumed the ED/QP position a couple of weeks ago</p> <p>-"We don't provide transitional or supportive employment;"</p> <p>-He was willing to look into how the transitional or supportive employment services needed to be provided to meet the requirement.</p>	V 177		

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V 177	<p>Continued From page 5</p> <p>Interview on 1/23/20 with the Owner/Licensee revealed:</p> <ul style="list-style-type: none"> -The facility did not have the numbers for the local VR program to continue their vendor agreement for supportive employment services; -The facility's vendor agreement with VR employment services was 8 to 10 years ago; -The facility continued to refer clients to VR services for employment services that included job search and assistance with job applications; -Clients were not interested in paid employment because they (the clients) lived in group homes and wages from a job would affect their subsidy benefits; -Clients had volunteer work in the community which was their transitional employment; -There were no state funding funds available for clients to have one-on-one staff for supportive employment services. 	V 177		