

Division of Health Service Regulation

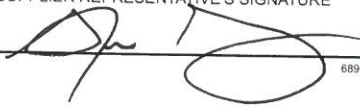
STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL014009	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____	(X3) DATE SURVEY COMPLETED 01/24/2020
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NAME OF PROVIDER OR SUPPLIER NEW HORIZONS, P.S.R.	STREET ADDRESS, CITY, STATE, ZIP CODE 247 COMMERCIAL COURT NE LENOIR, NC 28645
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V 000	INITIAL COMMENTS An annual and complaint survey was completed on January 24, 2020. The complaint was unsubstantiated (intake #NC 00158972). A deficiency was cited. This facility is licensed for the following service category: 10A NCAC 27G .1200 Psychosocial Rehabilitation Facilities for Individuals with Severe and Persistent Mental Illness.	V 000	<p>DHSR - Mental Health</p> <p>FEB 18 2020</p> <p>Lic. & Cert. Section</p>	
V 177	27G .1203 (B) Psychosocial Rehab - Operations 10A NCAC 27G .1203 OPERATIONS (b) Employment Services. Each facility shall provide transitional or supported employment services to facilitate client entry into competitive employment. (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. (2) When supported employment is to be provided by the facility, one of the following models shall be used: (A) job coaching and supervision of individuals in an industry or business; (B) mobile crew service jobs of eight or fewer workers in the community under the training and supervision of a crew leader; or (C) small business enterprises operated with eight or fewer workers with training and supervision provided on site. (3) When transitional employment services are provided by the facility: (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.	V 177		

Division of Health Service Regulation
LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE



TITLE
ED

(X6) DATE

2/12/2020

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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; -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>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		
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New Horizons POC

2/12/2020

W-177-27G .1203 (B) Psychosocial Rehab - Operations. 10A NCAC 27G - The facility will provide transitional or supported employment services to facilitate client entry into competitive employment. Program Director/QDIP will assess current facility participants and inquire individually about desire for competitive employment. QDIP will implement a training program for those identified to begin training in area of transitional employment services. Program Director/QDIP will continue to see outside entities in order to develop partnerships with, which could serve as a transitional employment training opportunity for those identified as interested participants. Facility staff will be trained in the understanding of transitional employment.

ED, Program


Facility staff.

3/20/2020

Person/s responsible:

Director/QDIP and

Completion Date:

 20
2/12/2020