STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	MHL041658	A. BUILDING: _____ B. WING _____	C 04/07/2020

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V 000	INITIAL COMMENTS A complaint survey was completed on 4/7/2020. The complaint was substantiated (intake #NC161913). Deficiencies were cited. This facility is licensed for the following service category: 10A NCAC 27G .1700 Residential Treatment Staff Secure for Children or Adolescents. Sister facilities are identified in this report. The sister facilities will be identified as sister facility A, B or C. Staff and/or clients will be identified using the letter of the facility and a numerical identifier.	V 000		
V 293	27G .1701 Residential Tx. Child/Adol - Scope 10A NCAC 27G .1701 SCOPE (a) A residential treatment staff secure facility for children or adolescents is one that is a free-standing residential facility that provides intensive, active therapeutic treatment and interventions within a system of care approach. It shall not be the primary residence of an individual who is not a client of the facility. (b) Staff secure means staff are required to be awake during client sleep hours and supervision shall be continuous as set forth in Rule .1704 of this Section. (c) The population served shall be children or adolescents who have a primary diagnosis of mental illness, emotional disturbance or substance-related disorders; and may also have co-occurring disorders including developmental disabilities. These children or adolescents shall not meet criteria for inpatient psychiatric services. (d) The children or adolescents served shall require the following: (1) removal from home to a community-based residential setting in order to	V 293		

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V 293	Continued From page 1 facilitate treatment; and (2) treatment in a staff secure setting. (e) Services shall be designed to: (1) include individualized supervision and structure of daily living; (2) minimize the occurrence of behaviors related to functional deficits; (3) ensure safety and deescalate out of control behaviors including frequent crisis management with or without physical restraint; (4) assist the child or adolescent in the acquisition of adaptive functioning in self-control, communication, social and recreational skills; and (5) support the child or adolescent in gaining the skills needed to step-down to a less intensive treatment setting. (f) The residential treatment staff secure facility shall coordinate with other individuals and agencies within the child or adolescent's system of care. This Rule is not met as evidenced by: Based on observation, record reviews and interviews, the facility failed to provide individualized supervision and structure of daily living affecting 2 of 4 clients (#1 & #2). The findings are: Review on 4/2/2020 of client #1's record revealed: - Admission date: 3/2/2020;	V 293		

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V 293	Continued From page 2 - Diagnoses: Conduct Disorder; Oppositional Defiant Disorder; and Attention Deficit Hyperactivity Disorder (ADHD); - Age: 16 - An assessment dated 3/2/2020 that revealed a history of explosive and aggressive behaviors when things do not go his way, AWOL (absent without leave), drug and alcohol use, property damage, defies authority, provokes others, extremely impulsive, assaultive verbally, oppositional, defiance and anxiety. Review on 3/31/2020 of client #2's record revealed: - Admission date: 1/28/2019 - Diagnoses: ADHD; "Severe Stress"; and Adjustment Disorder; - Age: 16 - An assessment dated 1/28/2019 revealed a history of instigating conflicts with peers, defiance, non-compliance, lying, blame-shifting, ignoring boundaries, attempting to look under occupied bathroom stalls, sexually abusing animals, stealing, and outbursts of yelling, screaming, and throwing things on a regular basis. Review on 3/9/2020 of client #A-5's record revealed: - Admission date: 8/27/2018 to the level II, sister facility A; - Diagnoses: Autism Spectrum Disorder; and Intermittent Explosive Disorder; - Age: 17 - An assessment dated 1/8/2019 that revealed a history of inability to communicate feelings and emotions, poor social skills, lacks appropriate boundaries with female peers, can be inflexible, repetitive motor mannerisms, over-talks his peers, inability to make and sustain friendships. "	V 293		

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V 293	Continued From page 3 ...Risk/weaknesses: poor communication skills, lacks appropriate coping skills, impulsive, lacks appropriate boundaries ..." Review on 4/2/2020 of client #C-6's record revealed: - Admission date: 2/3/2020 to the level II, sister facility C; - Diagnoses: Adjustment Disorder; Anxiety Disorder; ADHD; and Oppositional Defiant Disorder; - Age: 14 - An assessment dated 2/3/2020 that revealed a history of parental neglect and domestic violence, poor decision making, dishonesty, talking back, avoiding responsibility, lying, temper tantrums, sexually inappropriate behaviors, depression, anxiety, hygiene problems, and use of marijuana in a vape pen. Observation at sister facility A from approximately 11:30AM to 12:09PM on 3/5/2020 revealed: - Client #1, client #2 and client #A-5 were grouped together at sister facility A with only staff #1 present to provide supervision; - Staff #2 arrived at sister facility a at approximately 12:07PM; - Staff #1 left sister facility A with clients #1 and #2 at approximately 12:09PM. Interview on 3/31/2020 with client #1 revealed: - Client #1 had been to sister facilities at times in order for facility staff to pick up food or medications, or to "hang out"; - On 3/5/2020, client #1 had been at sister facility A because he was not enrolled in school yet; - Client #1 and #2 were taken to sister facility A at approximately 8:30AM; - Staff #1 was the only staff present with clients #1, #2 and #A-5 while at sister facility A.	V 293		

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V 293	Continued From page 4 Interview on 3/31/2020 with client #2 revealed: - Client #2 had stayed at sister facilities "a couple of different times ... We went over to [sister facility A] usually ..." - On 3/5/2020, client #2 had been at sister facility A because he had been suspended from school; - Clients #1 and #2 were taken to sister facility A at approximately 8:20AM that day; - Staff #1 and #2 had been working at sister facility A that morning; - " ... Anytime a kid is suspended, they make them go sit at [sister facility A] or [sister facility B] ..." Interview on 4/1/2020 with client #A-5 revealed: - Clients from sister facilities were brought to sister facility A occasionally; - Clients from sister facilities stayed at sister facility A "sometimes an hour, maybe two ..." - Client #A-5 thought that clients from sister facilities were brought to the facility when facility staff needed to pick up items such as bread or if the staff had other things they needed to do; - Client #A-5 was not sure why clients #1 and #2 were at sister facility A on 3/5/2020, or how long they had been there. Interview on 4/1/2020 with client #C-6 revealed: - On 3/5/2020, staff #2 had taken him to a dentist appointment. Interview on 3/5/2020 with staff #1 revealed: - Staff #1 had been working at the facility that morning, but took clients #1 and #2 to sister facility A because staff #2 asked staff #1 to come over to watch client #A-5 while staff #2 took client #C-6 to a dentist appointment that morning; - No explanation was given for why staffing was not coordinated separately for the facility and	V 293		

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V 293	Continued From page 5	V 293		

sister facilities A and C.

Further interview attempt with staff #1 on 3/31/2020 was unsuccessful due to no return call received from staff #1 prior to exit.

Interviews on 3/5/2020 and 3/31/2020 with staff #2 revealed:
- Staff #1's role was primarily to take clients to dental and vision appointments, cook, check medications when they came from the pharmacy, and general coordination of distributing supplies to each of the sister facilities;
- Staff #1 occasionally filled in as a direct care worker to supervise clients when needed;
- On 3/5/2020, staff #2 needed to take client #C-6 to a dentist appointment, so staff #1 stayed at the facility to supervise clients #1, #2, and #A-5;
- The Qualified Professional/Director (QP/D) was responsible for the staffing schedule.

Interview on 4/7/2020 with the QP/D revealed:
- The QP/D was out of the country on 3/5/2020, so could not answer why there was only one staff with clients from two different facilities that day;
- The QP/D made sure that each sister facility had staff scheduled as required by rule;
- Clients might go to sister facilities for group therapy sessions;
- There had been some staffing shortages, which may have contributed to the reasons clients were grouped together between the sister facilities;
- There had not been any behavioral issues when clients from different facilities were together.

The level 3 residential facility was to provide intensive, active therapeutic treatment and interventions for children and adolescents whose needs were severe enough to require removal from home and were to be provided in a

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V 293	Continued From page 6 staff-secure setting. The services should have been designed to include individualized supervision and structure. On 3/5/2020, 2 clients (#1 & #2) from the facility were dropped off at the level 2 sister facility A, with only 1 staff present to supervise clients from the two different facilities. No evidence that efforts were made to provide services to clients #1 and #2 at their own residence was provided.	V 293		