

Division of Health Service Regulation

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| STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION | (X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL034-299 | (X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____ | (X3) DATE SURVEY COMPLETED C 03/09/2021 |
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| NAME OF PROVIDER OR SUPPLIER THE CENTER FOR CREATING OPPORTUNITIES | STREET ADDRESS, CITY, STATE, ZIP CODE 7748 NORTH POINT BOULEVARD WINSTON SALEM, NC 27106 |
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| V 000 | INITIAL COMMENTS A complaint survey was completed on 3/9/21. The complaint was substantiated (intake #NC00175125). Deficiencies were cited. This facility is licensed for the following service category: 10A NCAC 27G .5400 Day Activity. The facilities identified as facility A and facility B and facility C are owned by Licensee #1. Staff and/or clients will be identified using the letter of the facility and a numerical identifier. | V 000 | | |
| V 283 | 27G .5401 Day Activity - Scope 10A NCAC 27G .5401 SCOPE (a) Day activity is a day/night facility that provides supervision and an organized program during a substantial part of the day in a group setting to individuals who are mentally ill, developmentally disabled or have substance abuse disorders. (b) Participation may be on a scheduled or drop-in basis. (c) The service is designed to support the individual's personal independence and promote social, physical and emotional well-being through activities such as social skills development, leisure activities, training in daily living skills, improvement of health status, and utilization of community resources. This Rule is not met as evidenced by: Based on record review, observations and interviews the facility failed to operate within the scope for which it is licensed. The findings are: Review on 2/15/21 of client A1's record revealed: | V 283 | DHSR - Mental Health APR 12 2021 Lic. & Cert. Section | |

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

Shanika Borel

TITLE

Director

(X6) DATE

4/8/21

Division of Health Service Regulation

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| V 283 | <p>Continued From page 1</p> <ul style="list-style-type: none"> - Admission Date to facility A: 12/2017 - Diagnoses: Autism; Post Traumatic Stress Disorder (PTSD); Attention Deficit Hyperactivity Disorder (ADHD); and Moderate Intellectual and Developmental Disabilities (IDD) - Age: 17 - No admission assessment for this facility. - No treatment goals and no strategies relative to this program. <p>Review on 2/15/21 of client A2's record revealed:</p> <ul style="list-style-type: none"> - Admission Date to facility A: 9/22/17 - Diagnoses: Autism; Attention Deficit Hyperactivity Disorder (ADHD); Reactive Attachment Disorder; and Impulse Control Disorder; Suicidal Ideation; Bipolar Disorder; Disruptive Mood Dysregulation Disorder; and Pervasive Developmental Disorder Not Otherwise Specified (NOS) - Age: 17 - Review of Client A2's PCP (Person Centered Profile) dated 6/1/20 revealed: "needs 1:1 residential support, day supports individual when not in school, Specialized Consulting Services to maintain and update his behavior plan." - No admission assessment for this facility. - No treatment goals and no strategies relative to this program. <p>Review on 2/3/21 of client A3's record revealed:</p> <ul style="list-style-type: none"> - Admission Date to facility A: 10/5/18 - Diagnosis: Autism - Age: 14 - Review of Client A3's PCP dated 8/1/19 revealed: "... requires 24/7 supervision and consistent care due to his autism spectrum disorder...While in the community [client A3] must be within arm's reach to also ensure that he does not wander off and he can be easily exploited." - No admission assessment for this facility. | V 283 | <p>o Clients A2, A3, FC, are no longer at the TCFCO day program. Nor are these individuals program participants.</p> <p>o Clients A2, A3, FC can no use program services until each of the individuals complete the program application and meet all qualifications.</p> <p>o Agency will continue to work it with individuals supported and their care teams to develop effective admission assessments and treatment options.</p> | |

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| V 283 | <p>Continued From page 2</p> <ul style="list-style-type: none"> - No treatment goals and no strategies relative to this program. <p>Review on 2/17/21 of client B1's record revealed:</p> <ul style="list-style-type: none"> - Admission Date to facility B: 1/8/19 - Diagnoses: IDD Mild and Conduct Disorder - No admission assessment for this facility. - No treatment goals and no strategies relative to this program. <p>Review on 2/17/21 of client B2's record revealed:</p> <ul style="list-style-type: none"> - Admission Date to facility B: 9/26/19 - Diagnoses: Schizophrenia and IDD Mild - No admission assessment for this facility. - No treatment goals and no strategies relative to this program. <p>Review on 2/17/21 of client C1's record revealed:</p> <ul style="list-style-type: none"> - Admission Date to facility C: 4/7/20 - Diagnoses: Bipolar 1 Disorder; Autism Spectrum; and Major Depressive Disorder, Moderate - Age: 17 - Review of Client C1's PCP dated 1/26/21 revealed: "Supports I need: [Client C1] should have close visual monitoring during waking hours...[Client C1] receiving 1:1 assistance, modeling, prompting, gesturing and redirection as needed will lead to a successful learning environment." - No admission assessment for this facility. - No treatment goals and no strategies relative to this program. <p>Review on 2/3/21 of former client (FC) #6's record revealed:</p> <ul style="list-style-type: none"> - Admission Date: 7/9/19 - Discharge Date: 1/23/21 - Diagnoses: Severe IDD and Adjustment Disorder | V 283 | <p><i>- The agency will continue to work with care givers, coordination team and other supports in order to develop treatment goals and strategies that are personalized for each individual.</i></p> <p><i>- includes: admission assessment and treatment goals of all individual who complete the application process and meet all qualifications.</i></p> | |

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| V 283 | <p>Continued From page 3</p> <p>- Review of FC #6's goals in the PCP dated 10/1/19 revealed: "He should be monitored closely when he is directly interacting with younger peers in order to redirect or block as needed. [FC #6] doesn't like for others to get in his personal space or touching his belongings. [FC #6] requires extensive support with prevention of emotional outburst. He will curse, scream, holler, cry, void on himself, and pound on tables...requires extensive support with prevention of property destruction (e.g., fire setting, breaking furniture). He will break things such as glasses, radios, television, and he has broken a dresser ... requires extensive support with prevention of stealing...requires extensive support with prevention of self-injury. He will punch and slap his face and head ...requires extensive support with prevention of non-aggressive but inappropriate sexual behavior (e.g. exposes self in public, exhibitionism, inappropriate touching or gesturing). He will disrobe in public and he has a history of inappropriately touching children ...requires extensive support with prevention of sexual aggression. He has a history of sexual aggression which includes oral sex with a child ...requires extensive support with prevention of wandering. He has a history of running off and requires very close supervision and activities to keep him busy and appropriately engaged."</p> <p>Review on 2/3/21 of client #10's record revealed: - Admission Date: 9/18/18 - Diagnoses: ADHD; PTSD; Intermittent Explosive Disorder; Oppositional Defiant Disorder - Review of Client #10's PCP dated 9/17/20 revealed: "[Client #10] often acts out if she does not get her way however her behaviors can be manageable with 1:1 staff or when working with certain males ...continues to display aggressive</p> | V 283 | | |

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| V 283 | <p>Continued From page 4</p> <p>behaviors when she does not get what she wants ...On several occasions [client #10] has gotten into fights on the van which has required for staff to stop the van and pull over."</p> <p>Review on 2/3/21 of client #11's record revealed: - Admission Date: 7/10/15 - Diagnoses: Impulse Control Disorder; Schizophrenia and Moderate IDD - Review of Client #11's PCP dated 6/25/20 revealed: "[Client #11] can be impatient and when she wants something, she will try to get it if she has to attempt to elope, steal, or be physically and/or verbally aggressive ...should be closely monitored to ensure that she doesn't engage in physical aggression ...should always be transported the furthest away from driver to alleviate the possibility of her attacking the driver ...behaviors are unpredictable she has attacked even when she has presented herself as calm. [Client #11's] 2-1 staffing is very imperative for the sake of her safety and others."</p> <p>Review on 2/15/21 of client #2's record revealed: - Admission Date: 10/5/16 - Diagnoses: Autism; Mild IDD; Mood Disorder NOS; and Reactive Attachment Disorder - Review of Client #2's PCP dated 10/1/20 revealed: "[Client #2] has a Behavior Support plan that targets the following maladaptive behaviors: aggression, property destruction, self-injurious behaviors, elopement, inappropriate verbal behaviors, non-compliance, stealing, disruption, inappropriate sexual behavior, and threats of self-harm. Across all environments, he needs a single point of contact ... he has been aggressive to the driver of a vehicle so be aware. If he is aggressive while in a vehicle pull over as soon as you can safely do so."</p> | V 283 | | |

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| V 283 | <p>Continued From page 5</p> <p>Review on 2/15/21 of client #18's record revealed: - Admission Date: 7/13/17 - Diagnoses: Major Depressive Disorder; Moderate IDD; Seizure Disorder; PTSD; and Cocaine Abuse - Review of client #18's PCP dated 11/1/20 revealed: "Supports I need: 24 hours support to keep me safe and off the street. [Client #18] has ongoing behaviors that requires constant supervision and monitoring, such as physical aggression, verbal aggressions, property destruction, elopement and social inappropriate behaviors. The police are called when [client #18's] behaviors become intense and she runs into the street ...will remain with her 1:1 staff while at the day program and in the community"</p> <p>Review on 2/16/21 of client #15's record revealed: - Admission Date: 9/6/17 - Diagnoses: Schizoaffective Disorder and Mild IDD - Review of Client #15's PCP dated 4/1/20 revealed: "...exhibits the following behaviors: hitting walls, pushing others, property destruction, vehicles, computers, windows doors, ceilings, eating food out of the trash. Eating raw meat, inappropriate eye gazing, inappropriate touching. [Client #15] requires a highly structured environment and fully trained staff ...should continue to work on his ogling at females. As well as appropriate interactions when interacting with females."</p> <p>Review on 2/16/21 of client #17's record revealed: - Admission Date: 9/3/19 - Diagnoses: Mild IDD; ODD (Oppositional Defiant Disorder); ADHD; PTSD; and Major</p> | V 283 | | |

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| V 283 | <p>Continued From page 6</p> <p>Depression, Recurrent - Review of Client #17's PCP dated 7/10/20 revealed: "[Client #17] needs 2:1 to staffing due to aggressive behavior, her sexual promiscuity, elopement ...suicidal ideations with a plan to hang herself and her serious impulsive behaviors... needs eyes on her always and in the community, she should be in arms reach of her staff. Day support services will be provided five days per week. While there [client #17] will have 1:1 Staffing to ensure her health, safety, and well-being."</p> <p>Review on 2/17/21 of client #22's record revealed: - Admission Date: 5/1/17 - Diagnoses: Major Depressive Disorder; Bi-Polar Disorder; and Moderate IDD - Review of Client #22's goals in the PCP dated 1/1/21 revealed: "[Client #22] has significant behavioral support needs. Behaviors include: physical and verbal aggression, elopement, stealing, property destruction/misuse, and inappropriate sexual behaviors...[client #22] requires one-on-one intensive supervision at the day program on community outings ..."</p> <p>Review on 2/17/21 of client #14's record revealed: - Admission Date: 8/19/15 - Diagnoses: Mood Disorder and PTSD - Review of Client 14's PCP dated 5/19/20 revealed: "[Client #14] will need to be supervised and monitored for safety while ...in the community. [Client #14] requires 24-hour supervision to monitor her safety."</p> <p>Review on 2/17/21 of client #21's record revealed: - Admission Date: 8/13/20</p> | V 283 | | | |

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| V 283 | <p>Continued From page 7</p> <ul style="list-style-type: none"> - Diagnoses: Psychotic Disorder; Obsessive Compulsive Disorder; and Mild IDD - Review of Client 21's PCP dated 6/1/20 revealed: "...will have additional staff support as needed to provide a safety net for his peers and staff for the prevention of injuries due to unexpected violent behavior. Staff will need to continue to be calm and be more alert to changes in and around [client #21] that change his mood or thought processes and that could lead to violent behaviors. Additional staff support to be used for de-escalating situation and provide support and additional resources." <p>Review on 2/17/21 of client #7's record revealed:</p> <ul style="list-style-type: none"> - Admission Date: 7/12/18 - Diagnoses: IDD Moderate and Specified Disruptive Impulse Control - Review of Client #7's PCP dated 11/1/20 revealed: "[Client #7] has a history of the following behaviors inappropriate: sexual behavior/aggressions...inappropriate sexual comments...requires a highly structured environment with specially trained staff to prevent or manage behaviors that are imminently life threatening. [Client #7] has a history of physical aggression, property destruction, and making verbal threats. He also has a history of aberrant sexual behavior including peeping and exposing himself in public areas." <p>Observations and interviews on 2/12/21 and 2/19/20 with staff #2 revealed:</p> <ul style="list-style-type: none"> - On 2/12/21 at approximately 11:22 am observed Day Program clients in a large room and 6 individuals in a back room sitting at tables with computers. - The clients sitting in the back room resided at 3 different group homes (facility A, facility B and facility C). The clients (client A1, client A2, client | V 283 | | |

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| V 283 | <p>Continued From page 9</p> <p>the clients in The Center for Creating Opportunity would hit each other. She denied ever being hit or hurt there.</p> <p>- "We do games and we do activities. We do schoolwork virtually."</p> <p>Interview on 2/12/21 with client A1 revealed:</p> <p>- He was 17 years old and normally attended school at a local high school.</p> <p>- He had been doing virtual learning at The Center for Creating Opportunities since the beginning of the school year.</p> <p>- He did virtual learning at The Center for Creating Opportunities Monday-Friday from 8:30 am-2:30 pm.</p> <p>- While in virtual learning there was one staff in the room with 6 students.</p> <p>- He had seen client #2 punch holes in the wall while he was at The Center for Creating Opportunities. He denied ever being hurt there.</p> <p>- "I feel like the room is shaking when the adult punched holes in the wall. It was [client #2] who punched holes in the wall. He does this when he gets mad and uses profanity."</p> <p>Interview on 2/12/21 with client A2 revealed:</p> <p>- He was 17 years old and normally attended school at a local high school.</p> <p>- He had been doing virtual learning at The Center for Creating Opportunities since COVID-19 started last year. He attended virtual learning Monday-Friday from 8:30 am to 2:30 pm.</p> <p>- Normally there was only one staff present in the virtual learning program.</p> <p>- He did his virtual learning in a separate room from the adult day program clients. He denied seeing adults hurt each other or punch the walls.</p> <p>Interview on 2/12/21 with client B2 revealed:</p> <p>- She was 20 years old and has worked to obtain</p> | V 283 | <p><i>All program participants receive supervision while attending the program.</i></p> <p><i>Agency will continue to provide supervision to all participating individuals.</i></p> <p><i>Agency will continue to hire staff in accordance with supervision guidelines and care team expectations.</i></p> <p><i>Under age individual cannot use program services.</i></p> | |
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| V 283 | <p>Continued From page 8</p> <p>A3, client B1, client B2 and client C1) were there for "virtual learning." These clients had never been admitted to The Center for Creating Opportunities.</p> <ul style="list-style-type: none"> - 4 of the 6 "virtual learning" clients were under the age of 18. - Virtual learning took place Monday-Friday 8:30 am- 2:30 pm, in the same building as The Center for Creating Opportunities. - Staff #2 was the only staff who worked with the "virtual learning" clients each day from 8:30 am-2:30 pm. He drove the van, monitored the clients in virtual learning, and helped the virtual learning clients with their schoolwork. - The virtual learning clients were there because "we don't have first shift staff at the group homes. The group homes only have 2nd and 3rd shifts." <p>Interview on 2/3/21 with the local Zoning Plans Examiner revealed:</p> <ul style="list-style-type: none"> - She was familiar with the facility and location. - The facility was not "zoned" to provide services to children or adolescents. - For the facility to provide services to children and adolescents the licensee would have to go through "a permitting process" and be approved to provide services to children. There are different requirements for children. <p>Interview on 2/12/21 with client B1 revealed:</p> <ul style="list-style-type: none"> - She was 20 years old and normally attended school at a local high school. - She had been doing virtual learning at The Center for Creating Opportunities since the beginning of the school year. - She did virtual learning Monday-Friday at The Center for Creating Opportunities. - Staff #2 was the only staff who supervised the virtual learning program. - Sometimes she did not feel safe there because | V 283 | <p><i>Agency will only provide services for people who qualify for day support services as spelled out in the program application process.</i></p> <ul style="list-style-type: none"> - <i>If the agency wishes to provide services for individuals who are children and or adolescents, then the agency will file for proper zoning to include zoning provision for non-adults.</i> - <i>Individuals A3, B1, B3 C1 and no longer on campus → TCFCG.</i> | |

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| V 283 | <p>Continued From page 10</p> <p>her General Equivalence Degree (GED).</p> <ul style="list-style-type: none"> - She just started attending virtual learning today at The Center for Creating Opportunities. - She had no concerns for her safety. <p>Attempted interview on 2/12/21 with client A3 revealed:</p> <ul style="list-style-type: none"> - At 1:34 pm observed client to be unable to respond to any questions. <p>Interview on 2/12/21 with client C1 revealed:</p> <ul style="list-style-type: none"> - She was 17 years old and normally attended school at a local high school. - She had been doing virtual learning at The Center for Creating Opportunities since October 2020. She attended virtual learning Monday-Friday from 8:30 am to 2:30 pm. - There was "mostly" one staff who supervised virtual learning. - The adults in the day program destroyed things. - "I have seen clients hit walls and windows and staff." <p>Interview on 2/18/21 with the Licensee #1 revealed:</p> <ul style="list-style-type: none"> - The Center for Creating Opportunities always had school age children in a separate room for virtual learning. - "We have always been told it was ok for the children to be at the same program, they just have to have their own dedicated space." She did not know who had told her this information. <p>Interview on 2/18/21 with the Licensee #2 revealed:</p> <ul style="list-style-type: none"> - The Center for Creating Opportunities was licensed to have minor children in the program if they are separated from the adults. - Prior to the COVID-19 pandemic, when the minor children from the group homes had been | V 283 | | |

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| STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION | (X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL034-299 | (X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____ | (X3) DATE SURVEY COMPLETED C 03/09/2021 |
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| NAME OF PROVIDER OR SUPPLIER THE CENTER FOR CREATING OPPORTUNITIES | STREET ADDRESS, CITY, STATE, ZIP CODE 7748 NORTH POINT BOULEVARD WINSTON SALEM, NC 27106 |
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|--------------------|---|---------------|---|--------------------|
| V 283 | <p>Continued From page 11</p> <p>on school break, they would come to The Center for Creating Opportunities.</p> <p>Review on 2/24/21 of the Plan of Protection dated 2/24/21 written by the Licensee #1 revealed: "What immediate action will the facility take to ensure the safety of the consumers in your care? Effective today the agency will make different accommodations for the people we serve under the age of 18 such as the group home, the park (if weather permitting), or the library. The agency will obtain permit from the zoning to allow minors to be served at the day program. The agency will then ensure as we have previously that the minors have a space as well as entrance/exit that's separate from people over the age of 18. The agency will ensure there is adequate staffing on the van by ensuring those who need extra staffing during transportation have it. Describe your plans to make sure the above happens. The Director and owners will ensure that this take place."</p> <p>The facility served 28 clients with various diagnoses not limited to: Autism, PTSD; ADHD; Autism; ADHD; Reactive Attachment Disorder; and Impulse Control Disorder; Suicidal Ideation; Bipolar Disorder; Major Depressive Disorder, Moderate Disruptive Mood Dysregulation Disorder; Pervasive Developmental Disorder Not Otherwise Specified; Impulse Control Disorder; Schizophrenia; Intermittent Explosive Disorder; Oppositional Defiant Disorder; Adjustment Disorder; Severe IDD; Mood Disorder NOS; Reactive Attachment Disorder; Major Depressive Disorder, Moderate IDD, Seizure Disorder; Schizoaffective Disorder; Psychotic Disorder, Obsessive Compulsive Disorder; Mild IDD; Psychotic Disorder, Obsessive Compulsive</p> | V 283 | | |

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| STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION | (X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL034-299 | (X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____ | (X3) DATE SURVEY COMPLETED C 03/09/2021 |
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| V 283 | <p>Continued From page 12</p> <p>Disorder; ODD; and IDD Moderate. The program was not zoned for children, but 4 minors and 2 adults who would normally be in a school program had been attending the program Monday-Friday from 8:30 am to 2:30 pm to do virtual learning but were not considered clients of this program. There were treatment plans for 11 adult clients that indicated they needed one on one staffing or close monitoring due to histories of aggressive/violent behaviors and inappropriate sexualized behaviors. FC #6's treatment plan indicated he had a "history of sexual aggression which includes oral sex with a child." One staff was providing supervision to 6 clients who were in "virtual learning." Three of the 6 clients had residential treatment plans that indicated they required close monitoring or one on one staffing.</p> <p>This deficiency constitutes a Type A1 rule violation for serious neglect and must be corrected within 23 days. An administrative penalty of \$3,000 is imposed. If the violation is not corrected within 23 days, an additional administrative penalty of \$500.00 per day will be imposed for each day the facility is out of compliance beyond the 23rd day.</p> | V 283 | | |
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