

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL001-016	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____	(X3) DATE SURVEY COMPLETED R 06/08/2021
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NAME OF PROVIDER OR SUPPLIER HALL AVENUE FACILITY	STREET ADDRESS, CITY, STATE, ZIP CODE 136 HALL AVENUE BURLINGTON, NC 27215
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V 000	<p>INITIAL COMMENTS</p> <p>An annual, complaint and follow up survey was completed on June 8, 2021. The complaint was substantiated (intake #NC00176466). Deficiencies were cited.</p> <p>This facility is licensed for the following service categories: 10A NCAC 27G .3100 Nonhospital Medical Detoxification for Individuals Who are Substance Abusers, 10A NCAC 27G .5000 Facility Based Crisis Service for Individuals of All Disability Groups and 10A NCAC 27G .5600E Supervised Living for Adults with Substance Abuse Dependency.</p>	V 000		
V 114	<p>27G .0207 Emergency Plans and Supplies</p> <p>10A NCAC 27G .0207 EMERGENCY PLANS AND SUPPLIES</p> <p>(a) A written fire plan for each facility and area-wide disaster plan shall be developed and shall be approved by the appropriate local authority.</p> <p>(b) The plan shall be made available to all staff and evacuation procedures and routes shall be posted in the facility.</p> <p>(c) Fire and disaster drills in a 24-hour facility shall be held at least quarterly and shall be repeated for each shift. Drills shall be conducted under conditions that simulate fire emergencies.</p> <p>(d) Each facility shall have basic first aid supplies accessible for use.</p> <p>This Rule is not met as evidenced by: Based on record reviews and interviews, the facility failed to conduct fire and disaster drills under conditions that simulate emergencies. The</p>	V 114	<p>In order to correct the deficient practice, all residential staff will receive specialized training surrounding fire and disaster drills and exhibit their ability to complete them as required.</p> <p>In order to prevent the deficient practice from recurring, residential staff will integrate fire and disaster drills into the residential schedule to satisfy the requirement of one drill completed on each shift per quarter.</p> <p>Completion of fire and disaster drills will be monitored by the Hall Avenue Manager on a monthly basis.</p>	8/7/21

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



TITLE

Executive Director

(X6) DATE

6-16-21

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V 114	<p>Continued From page 1</p> <p>findings are:</p> <p>Review on 6/1/21 of the facility's fire drill log revealed the following:</p> <ul style="list-style-type: none"> -3/31/21 2nd shift -3/30/21 1st shift -1/29/21 3rd shift -11/11/20 2nd shift -9/22/20 3rd shift -8/5/20 2nd shift -6/1/20 1st shift -6/1/20 3rd shift <p>During the 4th quarter of 2020 there were no fire drills conducted for 1st and 3rd shifts.</p> <p>During the 3rd quarter of 2020 there was no fire drill conducted for 1st shift.</p> <p>During the 2nd quarter of 2020 there was no fire drill conducted for 2nd shift.</p> <p>Review on 6/1/21 of the facility's disaster drill log revealed the following:</p> <ul style="list-style-type: none"> -3/18/21 1st shift -3/17/21 2nd shift <p>During the 1st quarter of 2021 there was no disaster drill conducted for 3rd shift.</p> <p>During the 4th quarter of 2020 there were no disaster drills conducted for 1st, 2nd and 3rd shifts.</p> <p>During the 3rd quarter of 2020 there were no disaster drills conducted for 1st, 2nd and 3rd shifts.</p> <p>During the 2nd quarter of 2020 there were no disaster drills conducted for 1st, 2nd and 3rd shifts.</p> <p>Interview with client #2 on 6/3/21 revealed:</p> <ul style="list-style-type: none"> -He lived at the facility since July 2020. -Staff conducted fire and disaster drills with them. -He thought they did fire drills once or twice. -He thought the drills were done quarterly. 	V 114		

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V 114	Continued From page 2 Interview with client #5 on 6/3/21 revealed: -He lived at the facility for about two months. -Staff had not conducted any fire and disaster drills with them. Interview with the Manager on 6/1/21 revealed: -Staff worked 3 separate shifts at the facility. -They had some recent issues with staff turnover and the drills are not being done consistently. -He confirmed staff failed to conduct fire and disaster drills under conditions that simulate emergencies. Interview with the Clinical Director on 6/1/21 confirmed: -Staff failed to conduct fire and disaster drills under conditions that simulate emergencies.	V 114		
V 542	27F .0105(a-c) Client Rights - Client's Personal Funds 10A NCAC 27F .0105 CLIENT'S PERSONAL FUNDS (a) This Rule applies to any 24-hour facility which typically provides residential services to individual clients for more than 30 days. (b) Each competent adult client and each minor above the age of 16 shall be assisted and encouraged to maintain or invest his money in a personal fund account other than at the facility. This shall include, but need not be limited to, investment of funds in interest-bearing accounts. (c) If funds are managed for a client by a facility employee, management of the funds shall occur in accordance with policy and procedures that: (1) assure to the client the right to deposit and withdraw money; (2) regulate the receipt and distribution of	V 542	In order to correct the deficient practice, and prevent the practice from recurring, intake materials detailing service fees will be amended to specify that fees are drawn only from income generated while in the program and not from personal funds obtained prior to and maintained during their time in treatment. Adherence to this protocol will be exercised and monitored by the counseling/case management staff as well as the agency's CPA on a weekly basis.	8/7/21

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V 542	<p>Continued From page 3</p> <p>funds in a personal fund account;</p> <p>(3) provide for the receipt of deposits made by friends, relatives or others;</p> <p>(4) provide for the keeping of adequate financial records on all transactions affecting funds on deposit in personal fund account;</p> <p>(5) assure that a client's personal funds will be kept separate from any operating funds of the facility;</p> <p>(6) provide for the deduction from a personal fund account payment for treatment or habilitation services when authorized by the client or legally responsible person upon or subsequent to admission of the client;</p> <p>(7) provide for the issuance of receipts to persons depositing or withdrawing funds; and</p> <p>(8) provide the client with a quarterly accounting of his personal fund account.</p> <p>This Rule is not met as evidenced by: Based on record review and interviews, the facility failed to keep clients' personal funds separate from any operating funds affecting one of nine current clients (client #2).</p> <p>Review on 6/2/21 of client #2's record revealed: -Admission date of 7/28/20. -Diagnoses of Alcohol Use Disorder and Cannabis Use Disorder.</p> <p>Review of facility records on 6/1/21 and 6/3/21 revealed:</p> <p>-A policy for program fees/fee payments- Procedures included (1) Upon admission, financial agreements are made with each client of Hall Avenue. (2) Fees are collected based on</p>	V 542		

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V 542	<p>Continued From page 4</p> <p>each client's agreement to pay. A three-part receipt is written. The client receives the original, the second copy accompanies the collection to the Accountant and the third copy stays in the receipt book. The Facility Manager posts clients' accounts from the permanent receipts left in the receipt book. (3) Collections are deposited and a copy of the deposit is kept in the deposit book in the Accountant's office. (4) A monthly bank statement is received and reconciled by the Accountant ..."</p> <p>-The "Financial Agreement" signed by each client upon admission had the following: "30% of Salary/Income to be paid while in treatment. I understand upon receiving employment/disability/unemployment income I will be responsible for paying RTSA (Residential Treatment Services of Alamance) 30% of my salary."</p> <p>-A receipt for client #2 dated 3/17/21-The Counselor had deducted \$420.00 from client #2's stimulus check.</p> <p>Interview with client #2 on 6/3/21 revealed: -He lived at that facility since July 2020. -When he was admitted he was told the facility would take a 30% service fee. -He was required to give 30% to the facility whenever he got paid or got any other money. -He was told the 30% covers expenses associated with the facility. -He did get stimulus money, he got the \$600 and \$1400, he gave the facility 30% of those stimulus checks.</p> <p>Interview with the Clinical Director on 6/1/21 revealed: -At admission clients are informed they must pay</p>	V 542		
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V 542	<p>Continued From page 5</p> <p>a 30% service fee.</p> <ul style="list-style-type: none"> -The clients sign an agreement when they come in about 30% of any monies being collected for expenses associated with the program. -This service fee covers the operating cost of the program, the Certified Public Accountant handle the finances for the program. -The 30% service fee did include the stimulus money, if a client received a stimulus check. -She thought 1 or 2 of the residential clients did receive their stimulus checks. -Some of the clients had complained about not getting stimulus money, these are the same clients who said they never worked or filed taxes. -Staff had given them access to the computer in order to look into this issue. -She was not sure if all of the clients were even eligible for stimulus checks. -Most of the clients never received a stimulus check. <p>Interview with the Clinical Director on 6/8/21 revealed:</p> <ul style="list-style-type: none"> -She thought they had a meeting a few months ago with the clients. They talked with the clients about taking the 30% service fee from their stimulus checks if they received one. -Client #2 was the only client who received a stimulus check as far as she knew. -She thought they collected the 30% service fee from client #2's \$1400.00 check. -The 30% service fee was deducted from his stimulus check this year, she thought it was around \$420. -They did not collect any stimulus money last year from any of the clients. -She confirmed the facility failed to keep clients' personal funds separate from any operating funds. 	V 542		

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V 542	Continued From page 6 Interview with the Executive Director on 6/8/21 revealed: -The facility did collect a 30% service fee from clients if they work or have any other sources of money. -The clients were also required to pay 30% of any stimulus money they received. -The 30% service fee generally covers any type of operational expenses associated with the facility. -Most of the clients did not receive or were not eligible for the stimulus check. -He thought only one or two clients received stimulus money while living at the facility. -He confirmed the facility failed to keep clients' personal funds separate from any operating funds.	V 542		