

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL060785	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED R 10/15/2021
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NAME OF PROVIDER OR SUPPLIER MIRACLE HOUSE 1	STREET ADDRESS, CITY, STATE, ZIP CODE 1418 JULES COURT CHARLOTTE, NC 28226
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V 000	<p>INITIAL COMMENTS</p> <p>A complaint and follow up survey was completed on 10-15-21. The complaint (intake #NC00181370) was unsubstantiated. The complaint (intake #NC0018160) was substantiated. Deficiencies were cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G .1700 Residential Treatment Staff Secure for Children or Adolescents.</p>	V 000		
V 105	<p>27G .0201 (A) (1-7) Governing Body Policies</p> <p>10A NCAC 27G .0201 GOVERNING BODY POLICIES</p> <p>(a) The governing body responsible for each facility or service shall develop and implement written policies for the following:</p> <p>(1) delegation of management authority for the operation of the facility and services;</p> <p>(2) criteria for admission;</p> <p>(3) criteria for discharge;</p> <p>(4) admission assessments, including:</p> <p>(A) who will perform the assessment; and</p> <p>(B) time frames for completing assessment.</p> <p>(5) client record management, including:</p> <p>(A) persons authorized to document;</p> <p>(B) transporting records;</p> <p>(C) safeguard of records against loss, tampering, defacement or use by unauthorized persons;</p> <p>(D) assurance of record accessibility to authorized users at all times; and</p> <p>(E) assurance of confidentiality of records.</p> <p>(6) screenings, which shall include:</p> <p>(A) an assessment of the individual's presenting problem or need;</p> <p>(B) an assessment of whether or not the facility can provide services to address the individual's needs; and</p>	V 105		

Division of Health Service Regulation LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE	TITLE	(X6) DATE
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V 105	Continued From page 1 (C) the disposition, including referrals and recommendations; (7) quality assurance and quality improvement activities, including: (A) composition and activities of a quality assurance and quality improvement committee; (B) written quality assurance and quality improvement plan; (C) methods for monitoring and evaluating the quality and appropriateness of client care, including delineation of client outcomes and utilization of services; (D) professional or clinical supervision, including a requirement that staff who are not qualified professionals and provide direct client services shall be supervised by a qualified professional in that area of service; (E) strategies for improving client care; (F) review of staff qualifications and a determination made to grant treatment/habilitation privileges: (G) review of all fatalities of active clients who were being served in area-operated or contracted residential programs at the time of death; (H) adoption of standards that assure operational and programmatic performance meeting applicable standards of practice. For this purpose, "applicable standards of practice" means a level of competence established with reference to the prevailing and accepted methods, and the degree of knowledge, skill and care exercised by other practitioners in the field;	V 105		

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V 105	<p>Continued From page 2</p> <p>This Rule is not met as evidenced by: Based on record reviews, observations, and interviews, the facility failed to develop and implement policies and procedures regarding the applicable standards of practice for the management of client funds. The findings are:</p> <p>Review on 10-12-21 of Client #1's record revealed: -Admission date: 1-26-21; -Diagnoses of: Disruptive Mood Dysregulation Disorder, Attention Deficit Hyperactivity Disorder, Cannabis Abuse, uncomplicated, and Diabetes; -Age: 16 years old.</p> <p>Review on 10-12-21 of the facility's Policy and Procedure on Consumer Funds revealed: -The policy was written on November 2003 and updated on 10-8-21; -Updates to the policy were approved by the Quality Assurance/Quality Improvement Committee on 10-10-21; -"All funds for the consumers are to be sent via email to the office;" -"When a consumer receives a check for clothing allowance, the check will remain in the office up to one week. When it's time for staff to take the consumer shopping for clothes the entire check will be spent on the consumer for clothing allowance. Staff will save all receipts. Receipts will be sent to the social worker or guardian the same or next day;" -"When a consumer has earned his allowance for the week it cannot exceed \$5.00. Staff will document all funds for the consumer on the Consumer Cash Form. Staff will add and subtract the funds given to the consumer. Consumer is allowed \$5.00 cash in the group</p>	V 105		

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V 105	<p>Continued From page 3</p> <p>home which is kept locked up in the safe until the funds are spent by the consumer. (no receipt is necessary) (form attached);"</p> <p>"If a check or cash shall come to the facility for the consumer in the mail it shall be immediately turned into the office. The Office Personnel will remind the guardian or parent of the parent contract not to send monies via mail to the group home. Administration shall return all funds that are sent to the group home facility that are not authorized by the guardian;"</p> <p>"Under no circumstances is staff to exchange funds with consumers or their families;"</p> <p>"If a staff shall receive any funds for a consumer, staff shall be terminated immediately."</p> <p>Review on 10-13-21 of Client #1's Cash App receipts sent by his mother revealed: -\$100.00 was sent through Cash App from Client #1's mother to Staff #1 on 8-20-21; -\$150.00 was sent through Cash App from Client #1's mother to Staff #1 on 8-31-21; -the total money sent through Cash App from Client #1's mother to Staff #1 was \$250.00.</p> <p>Review on 10-13-21 of Client #1's receipts revealed: -a receipt dated 8-31-21 for Champion sportswear in the amount of \$80.44; -a receipt dated 8-31-21 for Fashionova in the amount of \$56.82; -a receipt dated 9-10-21 for Charlotte Independence in the amount of \$67.47; -a hand written receipt dated 8-20-21 for the amount of \$25.00 in cash to purchase personal snacks and personal items; -a hand written receipt dated 8-31-21 for the amount of \$12.74 in cash to purchase personal snacks; -a hand written receipt dated 9-10-21 for the</p>	V 105		

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V 105	<p>Continued From page 4</p> <p>amount of \$7.53 in cash to purchase personal snacks; -the receipts totaled up to \$250.00.</p> <p>Review on 10-12-21 of the Facility's Internal Investigation revealed: -on 10-9-21, the Executive Director reviewed the Code of Ethics and the Updated Consumer's Cash Policy with all group home staff; -"never take money or presents from consumers or families;" -"under no circumstances is staff to exchange funds with consumers or their families, if staff shall do so, staff shall be terminated immediately;" -the Executive Director discussed her findings that she was not aware of the client funds that had been sent through Cash App prior to the investigation; -the Executive Director emphasized the importance of always following policies and procedures.</p> <p>Observation on 10-13-21 of Client #1's purchased items revealed: -2 pair of new slides (flip-flops) in Client #1's closet; -a shirt (pictured in the Fashionova receipt) hanging in Client #1's closet with the tags still on it; -several clothing items in the dirty hamper that Client #1 said he purchased with money sent from his mother.</p> <p>Interview on 10-13-21 with Client #1 revealed: -wanted some personal items and asked his mom if she could send him some money; -he had his mom talk with the staff and she sent staff \$100.00 and then \$150.00 on another occasion;</p>	V 105		

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V 105	<p>Continued From page 5</p> <ul style="list-style-type: none"> -mom sent money to Staff #1 and Staff #2; -"she sent to them and [Staff#1] got everything I wanted;" -"I bought some shoes on line, some clothes, some items for my girlfriend, and some food from Chick-fil-a and Juicy Crab and bought some things at the gas station to snack on;" -"staff didn't keep any of the money, I spent all the money she sent me;" -"ordered from Fashionova and Champion on line, [Staff#1] helped me order them;" -"it's not like they kept the money, they got me everything I asked for;" -never had the receipts, staff had the receipts; -"I didn't know that my mom could not send the money to the staff but now I know better and won't ask her to send it to them again." <p>Interview on 10-13-21 with Client #1's guardian revealed:</p> <ul style="list-style-type: none"> -had been involved with Client #1's care for over 4 years; -knew him well and there is always some truth to what he has reported in the past; -was concerned that his mom had sent the staff \$250.00 and was not sure what the money had been spent on; -was not familiar with the process for using Cash App and was concerned with his history of cannabis abuse that he may have access to "free rain of money;" -had since told his mom that she was not supposed to send money to the group home." <p>Interview on 10-12-21 with Staff #1 revealed:</p> <ul style="list-style-type: none"> -worked full time as a Direct Care Staff on 2nd shift; -the floating Manager, Staff #2, had asked him to allow Client #1's mom to send him money through Cash App since his phone was not 	V 105		

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V 105	<p>Continued From page 6</p> <p>accepting the cash through Cash App; -ordered Client #1 2 pairs of flipflops and some clothing items on line and took him shopping in a store for some personal items and items that Client #1 bought for his girlfriend; -Client #1 used some of the money for food at Chick-fil-a and a seafood restaurant; -"that was the only time that I have received money through Cash App for any clients;" -"I told the boys they got me in trouble with the wife and I was not doing that anymore, it's a wrap for that;" -had sent all the receipts to the manager; -Client #1 used every bit of the money and there was none left over.</p> <p>Interview on 10-12-21 with Staff #2 revealed: -worked full time as a Floating Manager; -overheard Client #1 telling his mom over the phone that he wanted a video game for Fortnight and wanted an upgraded purchase for the games and needed \$100.00; -she said that she would send the money to staff via Cash App; -was unaware of the policy and procedures at that time and Client #1's mom tried to send the money to him but his Cash App was not working so he asked her to send it to Staff #1's Cash App; -did not have Client #1's mom send the \$150.00 to Staff #2; -had receipts from receiving the money and had placed them in an envelope in the group home; -"got to find my receipts;" -"I have nothing to do with the \$150.00 Cash App, that was sent to [Staff #1] on 8-31-21;" -Staff #1 brought him some receipts from the purchases; -"I was trained on Saturday that all money has to come and go through the Administrative office, so I won't ever be asked to do it again for a kid;"</p>	V 105		

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V 105	<p>Continued From page 7</p> <p>-the policy is not to accept money from guardians.</p> <p>Interview on 10-12-21 with the Executive Director revealed:</p> <ul style="list-style-type: none"> -had conducted an internal investigation after hearing about Client #1's mom sending money to staff through Cash App; -reviewed the Policy and Procedure for Client Funds and the Code of Ethics Policy on 10-9-21 with all group home staff; -issued disciplinary action to Staff #2 on 10-9-21; -was unaware that Staff #1 received money from Client #1's guardian until today; -thought that all the money had been sent to Staff #2; -had receipts totaling the \$250.00; -all client funds have to go through the Administrative office from now on; -would have no problem terminating staff if they misused client funds. 	V 105		