

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL060-739	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED R 03/07/2022
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NAME OF PROVIDER OR SUPPLIER COMMUNITY TREATMENT ALTERNATIVES II	STREET ADDRESS, CITY, STATE, ZIP CODE 4901 ROSENA DRIVE CHARLOTTE, NC 28227
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{V 000}	<p>INITIAL COMMENTS</p> <p>A follow-up survey was completed on 3/7/22. A deficiency was cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G .1700 Residential Treatment Staff Secure for Children or Adolescents and currently has a census of 4. The survey sample consisted of audits of 4 current clients.</p>	{V 000}		
V 296	<p>27G .1704 Residential Tx. Child/Adol - Min. Staffing</p> <p>10A NCAC 27G .1704 MINIMUM STAFFING REQUIREMENTS</p> <p>(a) A qualified professional shall be available by telephone or page. A direct care staff shall be able to reach the facility within 30 minutes at all times.</p> <p>(b) The minimum number of direct care staff required when children or adolescents are present and awake is as follows:</p> <p>(1) two direct care staff shall be present for one, two, three or four children or adolescents;</p> <p>(2) three direct care staff shall be present for five, six, seven or eight children or adolescents; and</p> <p>(3) four direct care staff shall be present for nine, ten, eleven or twelve children or adolescents.</p> <p>(c) The minimum number of direct care staff during child or adolescent sleep hours is as follows:</p> <p>(1) two direct care staff shall be present and one shall be awake for one through four children or adolescents;</p> <p>(2) two direct care staff shall be present and both shall be awake for five through eight children or adolescents; and</p>	V 296		

Division of Health Service Regulation LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE	TITLE	(X6) DATE
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V 296	<p>Continued From page 1</p> <p>(3) three direct care staff shall be present of which two shall be awake and the third may be asleep for nine, ten, eleven or twelve children or adolescents.</p> <p>(d) In addition to the minimum number of direct care staff set forth in Paragraphs (a)-(c) of this Rule, more direct care staff shall be required in the facility based on the child or adolescent's individual needs as specified in the treatment plan.</p> <p>(e) Each facility shall be responsible for ensuring supervision of children or adolescents when they are away from the facility in accordance with the child or adolescent's individual strengths and needs as specified in the treatment plan.</p> <p>This Rule is not met as evidenced by: Based on record reviews, observations and interviews, this facility failed to ensure the minimum staffing requirements of at least two direct care staff for up to four adolescents. The findings are:</p> <p>Review on 2/28/22 of client #1's record revealed: -admission date of 5/25/18; -age 10 years; -diagnoses of PTSD(Post Traumatic Stress Disorder) and Attention Deficit Hyperactivity Disorder(ADHD); -client #1 had a history of the following behaviors/issues: physical aggression, increased PTSD symptoms, nightmares, sleep issues, sexualized behaviors, struggled with maintaining appropriate boundaries with peers and adults,</p>	V 296		

Division of Health Service Regulation

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V 296	<p>Continued From page 2</p> <p>destruction of property, impulsivity, dishonesty and ran away.</p> <p>Review on 2/28/22 of client #2's record revealed: -admission date of 2/8/20; -age 10 years; -diagnoses of Unspecified Trauma and Stressor Related Disorder, Oppositional Defiant Disorder(ODD), ADHD, Enuresis and Encopresis; -client #2 had a history of the following behaviors/issues: struggled with emotional regulation, aggressive behaviors, failure to comply with authority, dishonesty, stealing, tantrums, defiance, anger issues, property destruction, cutting/self-harm and failure to accept authority.</p> <p>Review on 2/28/22 of client #3's record revealed: -admission date of 9/13/21; -age 11 years; -diagnoses of PTSD, Nocturnal Enuresis and Child Sexual Abuse-Victim; -client #3 had a history of the following behaviors/issues: inappropriate sexualized behaviors, dishonesty, scared to point of being panicky, nightmares, sleep issues, flashbacks, hypervigilance, anxiety, some suicidal ideation but no actions, struggled with physical boundaries with other children and sneaky behaviors.</p> <p>Review on 2/28/22 of client #4's record revealed: -admission date of 5/14/20; -age 12 years; diagnoses of PTSD and Unspecified Trauma and Stressor Related Disorder; -client #4 had a history of the following behaviors/issues: impulsivity, property destruction, verbal aggression, lack of respect for boundaries, sneaky behaviors, made false allegations, self-harm, inappropriate social skills,</p>	V 296		

Division of Health Service Regulation

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V 296	<p>Continued From page 3</p> <p>anxiety, manipulation and dishonesty.</p> <p>Observations on 2/28/22 revealed the following: -2:22pm: client #3 arrived on site and the QP(Qualified Professional) met her at the door. No other staff were on site; -2:40pm: the House Manager arrived at the facility; -3:03pm: the AP(Associate Professional) arrived at the facility. Client #3 was on site; -3:18pm: client #1 and client #2 arrived on site.</p> <p>Interview on 2/28/22 with the QP revealed; -was the House Manager who called on the phone earlier; -clients started arriving at the facility in the afternoons around 2:30pm.</p> <p>Interview on 2/28/22 with client #1 revealed: -staff #1 was at the facility this morning; -staff #1 worked Saturday and Sunday; -no other staff were at the facility; -depended on the weekend how many staff work.</p> <p>Interview on 2/28/22 with client #2 revealed: -staff #1 worked by herself this weekend; -staff #1 worked alone Saturday and Sunday; -no other staff were at the facility; -the House Manager and staff #1 worked most weekends together.</p> <p>Interview on 2/28/22 with client #3 revealed: -woke up this morning and staff #1 was the only staff here; -this weekend, staff #2 worked by herself from Saturday morning until Monday morning; -when she got home from school between 2:15pm-2:30pm, either the House Manager or staff #1 were here; -"usually just [the House Manager]."</p>	V 296		

Division of Health Service Regulation

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V 296	<p>Continued From page 4</p> <p>Interview on 3/2/22 with staff #2 revealed: -worked mostly 3rd shift from 9pm-9am on weekends on 3rd shift; -on the weekdays, worked from 9pm-8am or until the last client left on the school bus; -last time she worked at the facility was Monday night(2/28/22) on 3rd shift; -she came in at 9pm; -the House Manager got there later at 10pm, "an hour later;" -denied working alone on her shift; -"usually there is someone else with me working on 3rd shift;" -"depends on who is scheduled."</p> <p>Attempted interviews with staff #1 on 3/1/22, 3/2/22 and 3/7/22 were unsuccessful due to no answered telephone calls and no response to messages left via voicemail.</p> <p>Review on 3/7/22 of the facility's staff schedule from January 1, 2022-February 28, 2022 revealed: -staff shifts from 9am-9pm and 9pm-9am on the weekends/no school days; -staff 2nd shift on the weekdays/schooldays as follows: one staff scheduled from 2pm-9pm, one staff scheduled from 3pm-9pm, -a timeframe of one hour from 2pm-3pm on 2nd shift with only one staff scheduled at the facility; -staff 3rd shift on the weekdays/schooldays as follows: one staff scheduled from 9pm-7am and one staff scheduled from 9pm-8am; -a timeframe of one hour from 7am-8am on 3rd shift with only one staff scheduled at the facility; -only one staff was scheduled from 7am-8am for the following dates: 1/4-1/7, 1/10-1/14, 1/17-1/21, 1/24-1/28, 1/31, 2/1-2/4, 2/7-2/11, 2/14-2/17, 2/21-2/24, 2/28;</p>	V 296		

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V 296	<p>Continued From page 5</p> <ul style="list-style-type: none"> -only one staff was scheduled from 2pm-3pm on the following dates: 1/4-1/7, 1/10-1/14, 1/17-1/21, 1/24-1/28, 1/31, 2/1-2/4, 2/7-2/11, 2/14-2/18, 2/21-2/25, 2/28; -the House Manager was scheduled for the following shifts: 9am-9pm on 2/26 and 2/27; -staff #1 was scheduled for the following shifts: 2/26 9pm-9am and 2/27 9pm-8am; -staff #2 was scheduled for the following shifts: 2/26 9pm-9am and 2/27 9pm-7am; -documented on the 2/2022 schedule "On the 26th and 27th of February call outs. [Staff #1] covered shift." <p>Interview on 3/7/22 with the licensee revealed:</p> <ul style="list-style-type: none"> -she was working between both homes; -her staff have been working "above and beyond;" -on the weekend staff #1 worked alone, the House Manager was having health issues; -the House Manager's knee went out and she has been scheduled for knee replacement surgery; -the other staff who was supposed to fill in came into contact with someone who had COVID; -that staff was exposed; -"everyone panicked;" -have placed hiring ads on job websites; -"got no good candidates;" -last 6 months, got new staff trained up and ready to go; -new staff lasted between 3-6 weeks; -"competition so fierce;" -"if don't get the right candidate, not good for the clients;" -new staff came in and were on their phones texting during work hours; -often this was a second job for the new staff; -started again with a new ad on job websites; -regular core staff getting burnt out; -"been really challenging;" -was not aware two staff had to be present at the 	V 296		

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V 296	<p>Continued From page 6</p> <p>facility if only one client at the facility; -thought it was ok to have one staff present with one client; -will have to change her schedule to cover the time frames when one client here with one staff.</p> <p>Review on 3/7/22 of a Plan of Protection dated 3/7/22 and completed by the licensee documented the following: -"What immediate action will the facility take to ensure the safety of the consumers in your care? I will have the required staffing;" -"Describe your plans to make sure the above happens. 2 staff will be required to start their shift 30 minutes prior to the 1st consumer arriving home from school. I will ask staff to sign up for additional coverage to ensure that all shifts are double staffed. I also placed a new ad on March 4th, 2022 on [job hiring website] to hire new staff."</p> <p>This deficiency is a re-cited deficiency.</p> <p>Clients #1, #2, #3 and #4 had diagnoses which included PTSD, ODD, ADHD and Unspecified Trauma and Stressor Related Disorder. Clients #1, #2, #3 and #4 displayed behaviors and mental health issues which included physical aggression, property destruction, sexualized behaviors, poor boundaries, running away, stealing, tantrums, self-harm and suicidal ideation. Staff worked alone on 2/26/22-2/27/22 with all 4 clients present at the facility. Client #3 arrived at the facility in the afternoon of 2/28/22 from school and only one staff was present on site. Staff worked alone from 9pm-10pm on 2/28/22. From January 1, 2022 until February 28, 2022, there was only one staff scheduled from 7am-8am for 41 days and only one staff scheduled from 2pm-3pm for 28 days. The lack of minimum required staffing in the facility constitutes a Type B rule violation which is</p>	V 296		

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V 296	Continued From page 7 detrimental to the health, safety and welfare of the clients. If this violation is not corrected within 45 days, an administrative penalty of \$200.00 per day will be imposed for each day the facility is out of compliance beyond the 45th day.	V 296		