

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL078-150	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED R-C 01/12/2023
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NAME OF PROVIDER OR SUPPLIER HOPE HOUSE	STREET ADDRESS, CITY, STATE, ZIP CODE 3775 OLD LOWERY ROAD SHANNON, NC 28386
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V 000	<p>INITIAL COMMENTS</p> <p>A complaint and follow up survey was completed on January 12, 2023. The complaint was substantiated (intake #NC00193812). 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> <p>This facility is licensed for 4 and currently has a census of 4. The survey sample consisted of audits of 2 current clients.</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 review and interviews the facility failed to ensure fire and disaster drills were held quarterly and repeated on each shift. The findings</p>	V 114		

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LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE _____ TITLE _____ (X6) DATE _____

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V 114	<p>Continued From page 1</p> <p>are:</p> <p>Review on 1/11/23 of the facility's records of fire and disaster drills from July 2022 - December 2022 revealed:</p> <ul style="list-style-type: none"> -No fire drills were documented for the 8pm - 8am shift from July 2022 - December 2022. -No disaster drills were documented for the 8am - 8pm or 8pm - 8am shifts from July 2022 - December 2022. <p>Interview on 1/11/23 the Associate Professional stated:</p> <ul style="list-style-type: none"> -The shifts for the facility were 8am - 8pm and 8pm - 8am. -Fire and disaster drills were completed twice a month. -She was sure disaster drills were completed but she was unable to locate them. -She would ensure drills were completed. <p>Interview on 1/11/23 the Program Director stated:</p> <ul style="list-style-type: none"> -She knew the facility completed fire and disaster drills. -She was unsure how often drills were completed. <p>This deficiency constitutes a re-cited deficiency and must be corrected within 30 days.</p>	V 114		
V 121	<p>27G .0209 (F) Medication Requirements</p> <p>10A NCAC 27G .0209 MEDICATION REQUIREMENTS</p> <p>(f) Medication review:</p> <p>(1) If the client receives psychotropic drugs, the governing body or operator shall be responsible for obtaining a review of each client's drug regimen at least every six months. The review shall be to be performed by a pharmacist or</p>	V 121		

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V 121	<p>Continued From page 2</p> <p>physician. The on-site manager shall assure that the client's physician is informed of the results of the review when medical intervention is indicated.</p> <p>(2) The findings of the drug regimen review shall be recorded in the client record along with corrective action, if applicable.</p> <p>This Rule is not met as evidenced by: Based on record reviews and interviews the facility failed to obtain drug regimen reviews for 2 of 2 audited clients (#2 and #3) who received psychotropic medications. The findings are:</p> <p>Review on 1/11/23 of client #2's record revealed: -13 year old male. -Admitted on 6/6/22. -Diagnoses of Disruptive Mood Dysregulation Disorder, Post traumatic Stress Disorder chronic, and Attention Deficit Hyperactive Disorder (ADHD) combined type. -Signed and dated physician's orders for psychotropic medications: -Aripiprazole 10 milligram (mg) daily. -Vyvanse 70 mg daily. -Trazodone 100 mg as needed. -Guanfacine 1 mg at bedtime. -No documented drug regimen review.</p> <p>Review on 1/11/23 of client #3's record revealed: -15 year old male. -Admitted on 7/11/22. -Diagnoses of ADHD combined, Oppositional Defiant Disorder and Unspecified trauma and stressor related disorder. -Signed and dated physician's orders for psychotropic medications:</p>	V 121		

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V 121	<p>Continued From page 3</p> <ul style="list-style-type: none"> -Focalin XR 25 mg daily. -Guanfacine 2 mg twice daily. -Quetiapine 25 mg at bedtime. -No documented drug regimen review. <p>Interview on 1/11/23 - 1/12/23 the Program Director stated:</p> <ul style="list-style-type: none"> -The facility recently switched the pharmacy they used. -There were no drug regimen reviews completed because she forgot. <p>This deficiency constitutes a re-cited deficiency and must be corrected within 30 days.</p>	V 121		
V 293	<p>27G .1701 Residential Tx. Child/Adol - Scope</p> <p>10A NCAC 27G .1701 SCOPE</p> <p>(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.</p> <p>(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.</p> <p>(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.</p> <p>(d) The children or adolescents served shall require the following:</p> <p>(1) removal from home to a</p>	V 293		

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V 293	<p>Continued From page 4</p> <p>community-based residential setting in order to facilitate treatment; and</p> <p>(2) treatment in a staff secure setting.</p> <p>(e) Services shall be designed to:</p> <p>(1) include individualized supervision and structure of daily living;</p> <p>(2) minimize the occurrence of behaviors related to functional deficits;</p> <p>(3) ensure safety and deescalate out of control behaviors including frequent crisis management with or without physical restraint;</p> <p>(4) assist the child or adolescent in the acquisition of adaptive functioning in self-control, communication, social and recreational skills; and</p> <p>(5) support the child or adolescent in gaining the skills needed to step-down to a less intensive treatment setting.</p> <p>(f) The residential treatment staff secure facility shall coordinate with other individuals and agencies within the child or adolescent's system of care.</p> <p>This Rule is not met as evidenced by: Based on record review and interviews the facility failed to ensure safety and coordinate with other individuals and agencies within the clients' system of care for 1 of 2 audited clients. The findings are:</p> <p>Review on 1/11/23 of client #3's record revealed: -15 year old male.</p>	V 293		

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V 293	<p>Continued From page 5</p> <p>-Admitted on 7/11/22.</p> <p>-Diagnoses of ADHD combined, Oppositional Defiant Disorder and Unspecified trauma and stressor related disorder.</p> <p>Record on 1/12/23 of a facility's "Appointment Sheet" for client #3 revealed:</p> <p>- "Date: 1-5-23"</p> <p>- "Time: 2:30 p.m."</p> <p>- "Group Home Concerns: The client experienced a syncope episode yesterday and was taken to the emergency room however; there was an 8-hour waiting period. The client was oriented to person, place, time and situation. The client was scheduled for an emergency appointment to determine the possible reason for syncope. Client reported feeling weak and tired."</p> <p>- "Care Provider Treatment/Finding: Provider would not treat [Client #3] due to the results from his lab work and him having a fever of 103. Provider recommended that [Client #3] be treated at the Emergency Room to start IV antibiotics."</p> <p>Interview on 1/11/23 - 1/12/23 the Associate Professional stated:</p> <p>- Client #3 fainted at the Licensee's office and was transported to the local Emergency Room (ER) by ambulance.</p> <p>- The Program Director stayed with client #3 at the ER.</p> <p>- The ER completed labs on client #3 and the client #3 and Program Director left because of an 8 hour wait.</p> <p>- She followed up with client #3's primary care provider the following day and he was seen.</p> <p>- Client #3's primary care provider did not feel comfortable treating client #3 after reviewing his labs from the ER and stated he needed to be seen at the ER the same day.</p> <p>- She took client #3 to the facility to administer his</p>	V 293		

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V 293	<p>Continued From page 6</p> <p>medications and get him food as she anticipated a long wait at the ER. -Client #3 was diagnosed with a urinary tract infection and was discharged the following morning.</p> <p>Interview on 1/11/23 - 1/12/23 the Program Director stated: -She went to the ER with client #3. -The ER only completed labs on client #3. -Client #3 was transported by ambulance but was sent to the ER lobby to wait. -The ER announced there was an 8 hour wait to be seen. -The ER did not make an recommendations on what patients should do. -She made the decision to leave the ER with client #3 before he was seen by a doctor. -Client #3 had a history of dehydration and had the same symptoms. -She thought it would be easier to have him seen by his primary care provider. -She did not consider client #3's need to be seen as an emergency because the ER placed in him the lobby.</p>	V 293		
V 364	<p>G.S. 122C- 62 Additional Rights in 24 Hour Facilities</p> <p>§ 122C-62. Additional Rights in 24-Hour Facilities. (a) In addition to the rights enumerated in G.S. 122C-51 through G.S. 122C-61, each adult client who is receiving treatment or habilitation in a 24-hour facility keeps the right to: (1) Send and receive sealed mail and have access to writing material, postage, and staff assistance when necessary; (2) Contact and consult with, at his own expense</p>	V 364		

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V 364	<p>Continued From page 7</p> <p>and at no cost to the facility, legal counsel, private physicians, and private mental health, developmental disabilities, or substance abuse professionals of his choice; and</p> <p>(3) Contact and consult with a client advocate if there is a client advocate.</p> <p>The rights specified in this subsection may not be restricted by the facility and each adult client may exercise these rights at all reasonable times.</p> <p>(b) Except as provided in subsections (e) and (h) of this section, each adult client who is receiving treatment or habilitation in a 24-hour facility at all times keeps the right to:</p> <p>(1) Make and receive confidential telephone calls. All long distance calls shall be paid for by the client at the time of making the call or made collect to the receiving party;</p> <p>(2) Receive visitors between the hours of 8:00 a.m. and 9:00 p.m. for a period of at least six hours daily, two hours of which shall be after 6:00 p.m.; however visiting shall not take precedence over therapies;</p> <p>(3) Communicate and meet under appropriate supervision with individuals of his own choice upon the consent of the individuals;</p> <p>(4) Make visits outside the custody of the facility unless:</p> <p>a. Commitment proceedings were initiated as the result of the client's being charged with a violent crime, including a crime involving an assault with a deadly weapon, and the respondent was found not guilty by reason of insanity or incapable of proceeding;</p> <p>b. The client was voluntarily admitted or committed to the facility while under order of commitment to a correctional facility of the Division of Adult Correction of the Department of Public Safety; or</p> <p>c. The client is being held to determine capacity</p>	V 364		

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V 364	<p>Continued From page 8</p> <p>to proceed pursuant to G.S. 15A-1002; A court order may expressly authorize visits otherwise prohibited by the existence of the conditions prescribed by this subdivision; (5) Be out of doors daily and have access to facilities and equipment for physical exercise several times a week; (6) Except as prohibited by law, keep and use personal clothing and possessions, unless the client is being held to determine capacity to proceed pursuant to G.S. 15A-1002; (7) Participate in religious worship; (8) Keep and spend a reasonable sum of his own money; (9) Retain a driver's license, unless otherwise prohibited by Chapter 20 of the General Statutes; and (10) Have access to individual storage space for his private use. (c) In addition to the rights enumerated in G.S. 122C-51 through G.S. 122C-57 and G.S. 122C-59 through G.S. 122C-61, each minor client who is receiving treatment or habilitation in a 24-hour facility has the right to have access to proper adult supervision and guidance. In recognition of the minor's status as a developing individual, the minor shall be provided opportunities to enable him to mature physically, emotionally, intellectually, socially, and vocationally. In view of the physical, emotional, and intellectual immaturity of the minor, the 24-hour facility shall provide appropriate structure, supervision and control consistent with the rights given to the minor pursuant to this Part. The facility shall also, where practical, make reasonable efforts to ensure that each minor client receives treatment apart and separate from adult clients unless the treatment needs of the minor client dictate otherwise.</p>	V 364		

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V 364	<p>Continued From page 9</p> <p>Each minor client who is receiving treatment or habilitation from a 24-hour facility has the right to:</p> <p>(1) Communicate and consult with his parents or guardian or the agency or individual having legal custody of him;</p> <p>(2) Contact and consult with, at his own expense or that of his legally responsible person and at no cost to the facility, legal counsel, private physicians, private mental health, developmental disabilities, or substance abuse professionals, of his or his legally responsible person's choice; and</p> <p>(3) Contact and consult with a client advocate, if there is a client advocate.</p> <p>The rights specified in this subsection may not be restricted by the facility and each minor client may exercise these rights at all reasonable times.</p> <p>(d) Except as provided in subsections (e) and (h) of this section, each minor client who is receiving treatment or habilitation in a 24-hour facility has the right to:</p> <p>(1) Make and receive telephone calls. All long distance calls shall be paid for by the client at the time of making the call or made collect to the receiving party;</p> <p>(2) Send and receive mail and have access to writing materials, postage, and staff assistance when necessary;</p> <p>(3) Under appropriate supervision, receive visitors between the hours of 8:00 a.m. and 9:00 p.m. for a period of at least six hours daily, two hours of which shall be after 6:00 p.m.; however visiting shall not take precedence over school or therapies;</p> <p>(4) Receive special education and vocational training in accordance with federal and State law;</p> <p>(5) Be out of doors daily and participate in play, recreation, and physical exercise on a regular basis in accordance with his needs;</p> <p>(6) Except as prohibited by law, keep and use</p>	V 364		

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V 364	<p>Continued From page 10</p> <p>personal clothing and possessions under appropriate supervision, unless the client is being held to determine capacity to proceed pursuant to G.S. 15A-1002;</p> <p>(7) Participate in religious worship;</p> <p>(8) Have access to individual storage space for the safekeeping of personal belongings;</p> <p>(9) Have access to and spend a reasonable sum of his own money; and</p> <p>(10) Retain a driver's license, unless otherwise prohibited by Chapter 20 of the General Statutes.</p> <p>(e) No right enumerated in subsections (b) or (d) of this section may be limited or restricted except by the qualified professional responsible for the formulation of the client's treatment or habilitation plan. A written statement shall be placed in the client's record that indicates the detailed reason for the restriction. The restriction shall be reasonable and related to the client's treatment or habilitation needs. A restriction is effective for a period not to exceed 30 days. An evaluation of each restriction shall be conducted by the qualified professional at least every seven days, at which time the restriction may be removed. Each evaluation of a restriction shall be documented in the client's record. Restrictions on rights may be renewed only by a written statement entered by the qualified professional in the client's record that states the reason for the renewal of the restriction. In the case of an adult client who has not been adjudicated incompetent, in each instance of an initial restriction or renewal of a restriction of rights, an individual designated by the client shall, upon the consent of the client, be notified of the restriction and of the reason for it. In the case of a minor client or an incompetent adult client, the legally responsible person shall be notified of each instance of an initial restriction or renewal of a restriction of rights and of the</p>	V 364		

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V 364	<p>Continued From page 11</p> <p>reason for it. Notification of the designated individual or legally responsible person shall be documented in writing in the client's record.</p> <p>This Rule is not met as evidenced by: Based on record reviews and interviews the facility restricted the rights of 2 of 2 audited clients (#2 and #3) by restricting their ability to make and receive telephone calls. The findings are:</p> <p>Review on 1/11/23 of client #2's record revealed: -13 year old male. -Admitted on 6/6/22. -Diagnoses of Disruptive Mood Dysregulation Disorder, Post traumatic Stress Disorder chronic, and Attention Deficit Hyperactive Disorder (ADHD) combined type. -No documentation for authorization for restriction to make and receive calls.</p> <p>Interview on 1/11/23 client #2 stated: -He was allowed to use the phone once a week. -Clients could use the phone 3 times a week but his mom suggested he only called her on Thursdays. -Staff were present with them during their phone calls.</p> <p>Review on 1/11/23 of client #3's record revealed: -15 year old male. -Admitted on 7/11/22. -Diagnoses of ADHD combined, Oppositional Defiant Disorder and Unspecified trauma and stressor related disorder.</p>	V 364		

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V 364	<p>Continued From page 12</p> <p>-No documentation for authorization for restriction to make and receive calls.</p> <p>Interview on 1/11/23 client #3 stated: -Client were allowed to make calls on Thursday, Friday and Sunday. -Clients were not allowed to have privacy during calls and a staff was always present.</p> <p>Interview on 1/11/23 the Associate Professional stated: -The clients were allowed to use the phone on Thursday's, Friday's and Sunday's. -The clients were allowed to make calls at 7pm and each client received 15 minutes. -The calls were limited to 1 receiving caller who answered the clients call. -The phone schedule was explained to guardians during the intake process. -Staff were present during the clients calls due to their sexualized behaviors.</p> <p>Interview on 1/11/23 the Program Director stated: -The facility had a phone policy. -The clients had access to the phone 3 days a week and the days were based on the facility's schedule. -The phone policy was a part of the intake process and reviewed with the guardians. -She was unable to locate the phone policy in client #2's and client #3's record.</p> <p>This deficiency constitutes a re-cited deficiency and must be corrected within 30 days.</p>	V 364		
V 513	<p>27E .0101 Client Rights - Least Restrictive Alternative</p> <p>10A NCAC 27E .0101 LEAST RESTRICTIVE</p>	V 513		

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL078-150	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED R-C 01/12/2023
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NAME OF PROVIDER OR SUPPLIER HOPE HOUSE	STREET ADDRESS, CITY, STATE, ZIP CODE 3775 OLD LOWERY ROAD SHANNON, NC 28386
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V 513	<p>Continued From page 13</p> <p>ALTERNATIVE</p> <p>(a) Each facility shall provide services/supports that promote a safe and respectful environment. These include:</p> <p>(1) using the least restrictive and most appropriate settings and methods;</p> <p>(2) promoting coping and engagement skills that are alternatives to injurious behavior to self or others;</p> <p>(3) providing choices of activities meaningful to the clients served/supported; and</p> <p>(4) sharing of control over decisions with the client/legally responsible person and staff.</p> <p>(b) The use of a restrictive intervention procedure designed to reduce a behavior shall always be accompanied by actions designed to insure dignity and respect during and after the intervention. These include:</p> <p>(1) using the intervention as a last resort; and</p> <p>(2) employing the intervention by people trained in its use.</p> <p>This Rule is not met as evidenced by: Based on record reviews and interviews, the facility failed to provide services/supports that used the least restrictive intervention procedure to reduce a behavior for 1 of 2 audited clients (#2). The findings are:</p> <p>Review on 1/11/23 of client #2's record revealed: -13 year old male. -Admitted on 6/6/22. -Diagnoses of Disruptive Mood Dysregulation Disorder, Post traumatic Stress Disorder chronic, and Attention Deficit Hyperactive Disorder (ADHD) combined type.</p>	V 513		

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V 513	<p>Continued From page 14</p> <p>Review on 1/11/23 of a facility's incident report for client #2 dated 9/20/22 revealed: -"Description: At Approximately 3:50pm Staff and [Client #2] were sitting at the kitchen table. Staff redirected [Client #2] for being intrusive in her conversation with another Staff member. [Client #2] immediately stopped writing in his journal entry and began to stare in space...[Associate Professional] gently asked [Client #2] to go to his room to review his anger worksheet....[Client #2] continued to ignore prompts...[Staff #11] asked [Client #2] to get his things together due to scheduled requiring the group to leave...for group therapy. [Client #2] continued to sit at the kitchen table and ignore Staff's directives...[Staff #11] performed the NCI (Non Crisis Interventions) approved one man therapeutic hold for appropriately 1 minute. [Staff #11] assisted [Client #2] to the van..."</p> <p>Interview on 1/11/23 client #2 stated: -He could not remember exactly what happened. -He told staff #11 he was not going to therapy. -Staff #11 "carried" him to the van.</p> <p>Interview on 1/12/23 staff #11 stated: -She placed client #2 in a therapeutic hold after he refused to "get up from the table." -Client #2 did not want to go to therapy and she had to put him in the van. -She physically picked client #2 up and took him to the van.</p> <p>Interview on 1/12/23 the Associate Professional stated: -She was present for a portion of the incident on 9/20/22 with client #2. -Client #2 was being intrusive and told the staff to "shut up."</p>	V 513		

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V 513	Continued From page 15 -Staff #11 asked client #2 if he needed to get his anger worksheet and client #2 ignored her. -Staff #11 asked client #2 to get his things together so they could leave for group therapy. -Client #2 ignored staff and continued to sit at the table. -Staff #11 wrapped client #2 and walked him to the van. -Client #2 said he did not want to go.	V 513		
V 736	27G .0303(c) Facility and Grounds Maintenance 10A NCAC 27G .0303 LOCATION AND EXTERIOR REQUIREMENTS (c) Each facility and its grounds shall be maintained in a safe, clean, attractive and orderly manner and shall be kept free from offensive odor. This Rule is not met as evidenced by: Based on observation and interview the facility was not maintained in a safe, clean, attractive and orderly manner. The findings are: Observation on 1/11/23 at approximately 2:40pm during the tour of the facility revealed: -The kitchen cabinets below the kitchen sink were discolored. -A brown oval shaped spot on the kitchen ceiling above the dining table. -The dining table had several scruff/scratch marks. -The wooden floor next to the refrigerator and hallway entrance was loose in different areas. -Client #4's bedroom dresser was missing knob	V 736		

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STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL078-150	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED R-C 01/12/2023
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V 736	<p>Continued From page 16</p> <p>and the drawers were off track and appeared to be broken.</p> <ul style="list-style-type: none"> -There were several linear marks on the living room walls of varies depths. -There was no threshold from the hallway to the bathroom. -Client #3's bedroom closet doors had several holes varying in different sizes. -Client #2's bedroom wall had several patched areas that had not been painted. His window blinds had broken slates. <p>Interview on 1/12/22 the Program Director stated: -She would follow up on the areas of concerns.</p> <p>This deficiency constitutes a re-cited deficiency and must be corrected within 30 days.</p>	V 736		