

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>MHL095010</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING:  B. WING: _____	(X3) DATE SURVEY COMPLETED  <b>C</b> <b>01/05/2023</b>
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NAME OF PROVIDER OR SUPPLIER  
**NEW RIVER VOCATIONAL CENTER**

STREET ADDRESS, CITY, STATE, ZIP CODE  
**176 WILDCAT ROAD  
DEEP GAP, NC 28618**

(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETE DATE
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V 000 INITIAL COMMENTS

A complaint survey was completed on 1/5/23. The complaint was unsubstantiated (intake #NC194733). A deficiency was cited.

This facility is licensed for the following service category: 10A NCAC 27G .2300 Adult Developmental Vocational Program for Individuals with Developmental Disabilities.

This facility is licensed for 0 and currently has a census of 63. The survey sample consisted of an audit of 1 current client.

V 203 27G .2304(A-B) Adult Voc. for DD - Operations

10A NCAC 27G .2304 OPERATIONS

(a) Safety Educational Program. Each ADVP shall provide an ongoing educational program for staff and clients designed to teach them the principles of accident prevention and control of specific hazards. The program shall include training for clients in personal, work and environmental safety.

(b) Business Practices:

(1) If the ADVP seeks or receives remuneration for goods or services provided to another individual, organization or business:

(A) Supplies, materials or tools, if provided by the ADVP, shall be identified as a separate amount in the bid price;

(B) Wages paid to ADVP clients shall be on a piece rate or hourly commensurate wage basis;

(C) Each client involved in productive work shall receive a written statement for each pay period which indicates gross pay, hours worked and deductions; and

(D) Prices for goods produced in the ADVP shall be equal to or exceed the cost of production (including commensurate wages, overhead, tools

V 000

**DHSR - Mental Health**

**JAN 30 2023**

**Lic. & Cert. Section**

This deficiency will be corrected by the following actions: **W-203** -- Each ADVP shall provide an ongoing educational program for staff and clients designed to teach them the principles of accident prevention and control of specific hazards. **The Vocational Director will in-service and give examples of the production sheets for client payroll. The Vocational Director will send client payroll every 2 weeks to payroll and copy the Business Manager to ensure it is completed and processed. The Qualified Professional will clarify with the guardian for client #1 how much spending money she can carry. Client #1 will be given written statements each month which indicates gross pay, hours worked and deductions. The administrator will monitor the process for client payroll and statement distribution to ensure it occurs. In the future, the Administrator will ensure the process for client payroll and client statements occur in a timely manner.**

**Responsible Party: IDT team**

**Completion Date: March 6, 2023**

V 203

Div LA	REPRESENTATIVE'S SIGNATURE 	TITLE <b>ADMINISTRATOR</b>	(X6) DATE <b>1-23-23</b>
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6899 U9XE11 If continuation sheet 1 of 5

Division of Health Service Regulation

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V 000	<p><b>INITIAL COMMENTS</b></p> <p>A complaint survey was completed on 1/5/23. The complaint was unsubstantiated (intake #NC194733). A deficiency was cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G .2300 Adult Developmental Vocational Program for Individuals with Developmental Disabilities.</p> <p>This facility is licensed for 0 and currently has a census of 63. The survey sample consisted of an audit of 1 current client.</p>	V 000		
V 203	<p><b>27G .2304(A-B) Adult Voc. for DD - Operations</b></p> <p><b>10A NCAC 27G .2304 OPERATIONS</b></p> <p>(a) Safety Educational Program. Each ADVP shall provide an ongoing educational program for staff and clients designed to teach them the principles of accident prevention and control of specific hazards. The program shall include training for clients in personal, work and environmental safety.</p> <p>(b) Business Practices:</p> <p>(1) If the ADVP seeks or receives remuneration for goods or services provided to another individual, organization or business:</p> <p>(A) Supplies, materials or tools, if provided by the ADVP, shall be identified as a separate amount in the bid price;</p> <p>(B) Wages paid to ADVP clients shall be on a piece rate or hourly commensurate wage basis;</p> <p>(C) Each client involved in productive work shall receive a written statement for each pay period which indicates gross pay, hours worked and deductions; and</p> <p>(D) Prices for goods produced in the ADVP shall be equal to or exceed the cost of production (including commensurate wages, overhead, tools</p>	V 203		

Division of Health Service Regulation LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE	TITLE	(X6) DATE
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V 203	<p>Continued From page 1</p> <p>and materials).</p> <p>(2) If the client is an employee of another individual, organization or business, the ADVP shall review client earnings information on at least an annual basis to ensure appropriateness of pay rates and amounts.</p> <p>(3) Clients shall be counseled concerning their rights and responsibilities in such matters as wages, hours, working conditions, social security, redress for injury and the consequences of their own tortious or unethical conduct.</p> <p>This Rule is not met as evidenced by: Based on record reviews and interviews, the facility failed to provide a written statement for each pay period which indicates gross pay, hours worked and deductions for 1 of 1 audited client (#1). The findings are:</p> <p>Record review on 12/29/22 for Client #1 revealed: -Date of admission 8/30/17 -Diagnoses of Intellectual/Developmental Disability, Seizure Disorder, Dystonia, Sleep Apnea and Gastroesophageal Disease.</p> <p>Record review of weekly production sheets from January - December 2022 in addition to the Residential Statement for Client #1 revealed: -From 1/10/22-4/14/22 Client #1 earned \$630.75 which was deposited into her account 5/19/22. -From 4/18/22-5/20/22 Client #1 earned \$351.63 which was deposited into her account 9/29/22. -From 6/6/22-9/16/22 Client #1 earned \$442.25. There was no deposit for these earnings. -From 9/19/22-12/9/22 Client #1 earned \$210.25 which was deposited on 12/28/22.</p> <p>Interview on 12/29/22 with Client #1 revealed:</p>	V 203		
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V 203	<p>Continued From page 2</p> <ul style="list-style-type: none"> <li>-During COVID she was still working but didn't get paid.</li> <li>-Works at the vocational center shredding paper.</li> <li>-She talked to the Business Manager (BM)who said money was in an account.</li> <li>-Asked the Qualified Professional (QP) too who said money was in her account.</li> <li>-Hasn't seen a paycheck in a while. She was "paid once at the end of the month or when they feel like it."</li> <li>-"Gets paid cash and splits her money." She puts half in a place to save and keeps half as spending money. She hides the money in her room.</li> <li>-Wants to buy a new comforter and curtains for her room.</li> <li>-Got \$100 for Christmas and going shopping tomorrow.</li> <li>-"Going to see whatever is left for haircut and color."</li> </ul> <p>Interview on 1/3/22 with Client #1's guardian revealed:</p> <ul style="list-style-type: none"> <li>-Doesn't recall talking to the QP about limiting the \$30 cash for Client #1.</li> <li>-Finally got \$30 in December that was supposed to be her pay. The House Manager told her none of the clients had gotten pay since before covid.</li> <li>-Came up every month to see Client #1 but only visited at the group home. "She loved to get her check cashed."</li> <li>-The QP sent account statements but was not consistent.</li> <li>-At her visit on 8/29/22 the house manager told her the clients did not bring home any money in July. She reported the girls would get their \$66 but no other pay.</li> <li>-In October the QP sent a message about Client #1 getting paid and reported the money was going into her account. She reported the VD got</li> </ul>	V 203		
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V 203	<p>Continued From page 3</p> <p>behind in sorting payroll and new staff were not completing time sheets correctly.</p> <p>Interview on 12/29/22 with Staff #1 revealed: -Client #1 shreds paper in the morning. She goes around building collecting anything to shred. She is not the only client who shreds. -Client #1 was cut back to 1 hour a day, mid to end of November. -Client #1 got \$30 recently and the rest went into her account. -"[Client #1] can ask the [BM] anytime what her balance is but I've never seen a statement."</p> <p>Interview on 12/29/22 with the QP revealed: -Client #1's money was going into her account. -Started last week handing part of her pay in cash. -Anytime Client #1 wanted money she could request it from the BM. -Received \$66 a month allowance. -When clients need larger things staff can use the Licensee's credit card and bring the receipt back to the BM who then takes money from the client's account. -Client #1 gets \$30 a month for prepaid phone card. -During COVID clients stayed home because the vocational center was closed. -Began earning money again when vocational center reopened in February or March. -Work income affects their benefits so they now try to limit Client #1 to 1 hour a day. -Client #1 has a 1:1 staff to help her stay on task. -The 1:1 staff are responsible for keeping up with work time. They turn the production sheets into the Vocational Director (VD) who processes payroll and that goes into their account. -An account statement goes to guardians every 90 days.</p>	V 203		

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V 203	<p>Continued From page 4</p> <p>Interview on 12/30/22 with the BM revealed: -The VD collects working data, calculates what they are paid and sends that to Atlanta. She just deposits the money into the accounts. -Ran residential statement report for 1 year for Client #1 and will send.</p> <p>Interview on 1/3/23 with the VD revealed: -Client #1 earns \$7.25 an hour and works 1 hour a day. During covid, earnings were only going into client accounts; nothing was going to clients personally. The guardians and the QP decides how much was reasonable for the client to keep with them. Client #1's guardian had decided she can keep \$30. They been trying to give this money to clients personally, so they have cash with them (a \$20 bill, a \$5 bill and 5-\$1s). She apologized for not staying on top of the work sheets because she had been working in the group homes due to short staffing. She turned in the payroll when she could, sometimes several months at a time and the BM would process. They have been in recent discussion about who should be processing and how to streamline this process. They had not been consistent about paying clients bi-weekly.</p> <p>Further interview on 1/5/23 with the VD revealed: -She thought she had sent the client payroll through 10/7/22 directly to Atlanta for processing. -Had changed the payroll systems during that time. The previous check and balance process would have caught the mistake. -The payroll sheet had already been sent to Atlanta for processing. All clients who had worked during that time period (5/20/22-10/7/22) would be paid as soon as it was received.</p>	V 203		



176 Wildcat Road  
Deep Gap, NC 28618

828-262-5450 phone  
828-262-5730 fax

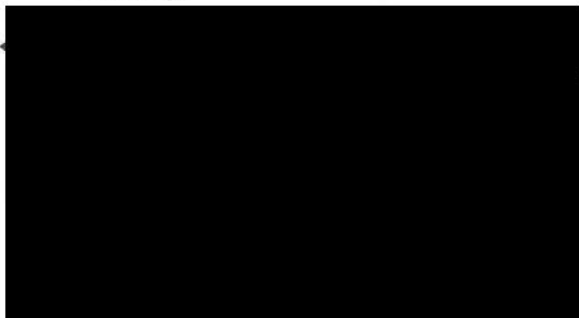
January 23, 2023

Mental Health Licensure and Certification Section  
NC Division of Health Service Regulation  
2718 Mail Service Center  
Raleigh, North Carolina 27699-2718

Dear Mrs. 

Enclosed you will find the plan of correction for the deficiencies cited at the Complaint Survey at the Deep Gap Vocational Center conducted on January 5, 2023. The deficiencies will be corrected by no later than March 6<sup>th</sup>, 2023, as requested. Thank you for your time and attention. Please do not hesitate to call with questions regarding the plan of correction.

Sincerely,



*In every face, a possibility.*