

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL0411234	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED C 05/26/2023
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NAME OF PROVIDER OR SUPPLIER DARTFORD DRIVE	STREET ADDRESS, CITY, STATE, ZIP CODE 3603 DARTFORD DRIVE GREENSBORO, NC 27407
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V 000	<p>INITIAL COMMENTS</p> <p>A complaint survey was completed on 5/26/23. The complaint was substantiated (intake #NC00201035). Deficiencies were cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G .5600B Supervised Living for Minors with Developmental Disabilities.</p> <p>This facility is licensed for 3 and currently has a census of 3. The survey sample consisted of audits of 1 current client.</p>	V 000	<p>RECEIVED</p> <p>JUN 14 2023</p> <p>DHSR-MH Licensure Sect</p>	
V 291	<p>27G .5603 Supervised Living - Operations</p> <p>10A NCAC 27G .5603 OPERATIONS</p> <p>(a) Capacity. A facility shall serve no more than six clients when the clients have mental illness or developmental disabilities. Any facility licensed on June 15, 2001, and providing services to more than six clients at that time, may continue to provide services at no more than the facility's licensed capacity.</p> <p>(b) Service Coordination. Coordination shall be maintained between the facility operator and the qualified professionals who are responsible for treatment/habilitation or case management.</p> <p>(c) Participation of the Family or Legally Responsible Person. Each client shall be provided the opportunity to maintain an ongoing relationship with her or his family through such means as visits to the facility and visits outside the facility. Reports shall be submitted at least annually to the parent of a minor resident, or the legally responsible person of an adult resident. Reports may be in writing or take the form of a conference and shall focus on the client's progress toward meeting individual goals.</p> <p>(d) Program Activities. Each client shall have activity opportunities based on her/his choices,</p>	V 291		

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LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

TITLE

(X6) DATE

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V 291	<p>Continued From page 1</p> <p>needs and the treatment/habilitation plan. Activities shall be designed to foster community inclusion. Choices may be limited when the court or legal system is involved or when health or safety issues become a primary concern.</p> <p>This Rule is not met as evidenced by: Based on record reviews and interviews, the facility failed to maintain coordination of services with the Behavior Support Specialist, the Local Management Entity/Managed Care Organization (LME/MCO) and the school for 1 of 1 audited current client (#1). The findings are:</p> <p>Review on 5/26/23 of client #1's record revealed: -Admission date of 7/1/22; -Age of 16; -Diagnoses of Autism Spectrum Disorder, Generalized Anxiety Disorder, Attention-Deficit Hyperactivity Disorder and Obsessive-Compulsive Disorder; -Treatment Plan dated 7/1/22 included, "Once, [client #1] physically attached one of his mothers and left bruises on her arms. [Client #1] has also jumped out of his mother's running car, ran across a parking lot, and expressed that he wanted to kill himself. He also has a history of destroying property including his mother's car, broken out windows and property in the home... [Client #1's] mom has seen him tearing the tails off lizards and terrorizing the neighborhood cars. [Client #1] has a history of being bullied at school and last year was suspended 4-5 times due to fighting" and included a goal of..."controls his temper to reduce disruptive and aggressive behaviors at home and in the community;" -No Individualized Educational Plan (IEP) or</p>	V 291		

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V 291	<p>Continued From page 2</p> <p>Behavior Support Plan (BSP).</p> <p>Interview on 5/22/23 with client #1's guardian revealed:</p> <ul style="list-style-type: none"> -Concerned no one from the facility had attended the last 2 BSP meetings (April and May 2023) via Zoom and when the Director had attended prior to that, he was distracted and didn't pay attention to the meeting; -Informed by the Behavior Support Specialist that since the facility had not submitted any documentation regarding client #1's behaviors, the service was going to be terminated; -Client #1 had been in the 9th grade for 3 years and according to his teacher, he was failing again; -Informed by client #1's teacher that the school had attempted to contact the Director more than once (number unknown) and received no response. <p>Interviews on 5/22/23 with client #1's school personnel revealed:</p> <ul style="list-style-type: none"> -No one from the facility attended client #1's IEP meeting in January 2023; -Two teachers had attempted to call the facility Director approximately 5 times during the current school year and had received no response; -Client #1 was required to attend summer school at an alternate school in order to pass 9th grade; -No response from the facility had been received regarding summer school. <p>Interviews on 5/23/23 and 5/26/23 with client #1's Behavior Support Specialist revealed:</p> <ul style="list-style-type: none"> -BSP meetings are scheduled monthly; -A parent and a representative from the facility were requested to participate in all meetings; -There had been no facility participation in the BSP meetings during the months of April 2023 	V 291		

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V 291	<p>Continued From page 3</p> <p>and May 2023; -"None of the interventions are being met. My data shows he's (client #1) not having any behaviors at all."</p> <p>Interview on 5/23/23 with client #1's Case Manager from the LME/MCO revealed: -Concerned that facility staff had not attended BSP or IEP meetings; -"I've never received any Behavior Data Sheets. I request those every 3 months (since October 2022) from [the QP and the facility Director]...These are his behaviors. These are the things staff are doing. I've never seen that."</p> <p>Interviews on 5/22/23 and 5/23/23 with the facility Director revealed: -There were copies of client #1's IEP and BSP in his record at the office; -Not aware of any IEP meetings at the school that he had not attended; -Had not attended the April 2023 BSP meeting due to sickness in his family and he thought the May 2023 meeting had been canceled; -"He (client #1) doesn't have no extensive behaviors;" -Not aware that data regarding client #1's behavior was required to be submitted to the Behavior Support Specialist and to the LME/MCO..."I don't show that they requested that information from me."</p> <p>Interviews on 5/23/23 and 5/26/23 with the Qualified Professional (QP) revealed: -Never received a copy of client #1's IEP from the school; -The facility Director attended the BSP meetings; -BSP from client #1's previous placement dated 6/24/22 was the only plan available; -Requested a copy of the current BSP from the</p>	V 291		

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V 291	<p>Continued From page 4</p> <p>Behavior Support Specialist yesterday but hadn't received it yet; -"I don't think he (client #1) needs a BSP."</p> <p>Additional interview on 5/26/23 with the QP revealed he had just received a copy of client #1's current BSP from the Behavior Support Specialist.</p> <p>Review on 5/26/23 of client #1's BSP dated 10/25/22 revealed: -Signed and dated 11/1/22 by client #1's mom, the Rehabilitation Counselor and the Behavioral Specialist; -"Relevant History: At school, [client #1] engages in high rate of defiant behavior, which is maintained by escape and avoidance from work tasks;" -"Data Collection and Monitoring: The collection of data is what drives the behavior support plan. Date will be collected on the target behaviors listed in this plan. The following information will be recorded: date, time of behavior, antecedent, intervention used, and intervention effectiveness. Data will be collected in the residence and at day support services. Data will be logged into the Google Form daily."</p>	V 291		

Appendix 1-B: Plan of Correction Form

Plan of Correction			
<p>Please complete <u>all</u> requested information and send completed Plan of Correction form to:</p> <p>Mental Health Licensure and Certification Section NC Division of Health Service Regulation 2718 Mail Service Center Raleigh, NC 27699-2718</p>			
Provider Name:	New Horizons Professional Services		Phone: 336-285-8002
Provider Contact Person for follow-up:	Bryan Telfair		Fax: 336-285-8670
			Email: Newhorizonsprosvs2021@gmail.com
Address:	1 Centerview Dr ste. 215 Greensboro, NC 27407		
	Provider #		
Finding	Corrective Action Steps	Responsible Party	Time Line
<p>V 000 INITIAL COMMENTS V 000 A complaint survey was completed on 5/26/23. The complaint was substantiated (intake #NC00201035). Deficiencies were cited. This facility is licensed for the following service category: 10A NCAC 27G .5600B Supervised Living for Minors with Developmental Disabilities. This facility is licensed for 3 and currently has a census of 3. The survey sample consisted of audits of 1 current client. V 291 27G .5603 Supervised Living - Operations 10A NCAC 27G .5603 OPERATIONS (a) Capacity. A facility shall serve no more than six clients when the clients have mental illness or developmental disabilities. Any facility licensed on June 15, 2001, and providing services to more than six clients at that time, may continue to provide services at no more than the facility's licensed capacity. (b) Service Coordination. Coordination shall be maintained between the facility operator and the qualified professionals who are responsible for</p>	<ul style="list-style-type: none"> To address challenges with coordination of care, it has been mandated the QP is CC'd on all email correspondence with all outside providers. A shared calendar has been created company wide to ensure meetings such as IEP meetings and BSP meetings are made known to all who need to be involved. QP reached out to BSP specialist for the identified individual to schedule a behavior support plan training for all staff. QP will send out the google docs link to all staff to ensure staff is inputting data. QP will reach out to the Behavior Specialist to see if a receipt will be provided if/when staff submit behavioral data through google docs. 	<p>QP Program Director</p>	<p>Implementation Date: 6/1/2023</p> <hr/> <p>Projected Completion Date: 7/25/2023</p> <p>(Will be ongoing. At the submission of the POC, school has officially ended. Plan will continue throughout the remainder of the year to address any previous school concerns of coordination of care)</p>

<p>treatment/habilitation or case management.</p> <p>(c) Participation of the Family or Legally Responsible Person. Each client shall be provided the opportunity to maintain an ongoing relationship with her or his family through such means as visits to the facility and visits outside the facility. Reports shall be submitted at least annually to the parent of a minor resident, or the legally responsible person of an adult resident. Reports may be in writing or take the form of a conference and shall focus on the client's progress toward meeting individual goals.</p> <p>(d) Program Activities. Each client shall have activity opportunities based on her/his choices,</p>			
<p>V 291 Continued From page 1 V 291 needs and the treatment/habilitation plan. Activities shall be designed to foster community inclusion. Choices may be limited when the court or legal system is involved or when health or safety issues become a primary concern. This Rule is not met as evidenced by: Based on record reviews and interviews, the facility failed to maintain coordination of services with the Behavior Support Specialist, the Local Management Entity/Managed Care Organization (LME/MCO) and the school for 1 of 1 audited current client (#1). The findings are: Review on 5/26/23 of client #1's record revealed: -Admission date of 7/1/22; -Age of 16; -Diagnoses of Autism Spectrum Disorder, Generalized Anxiety Disorder, Attention-Deficit Hyperactivity Disorder and Obsessive-Compulsive Disorder; -Treatment Plan dated 7/1/22 included, "Once, [client #1] physically attached one of his mothers and left bruises on her arms. [Client #1] has also jumped out of his mother's running car, ran across a parking lot, and expressed that he wanted to kill himself. He also has a history of destroying property including his mother's car, broken out windows and property in the home... [Client #1's] mom has seen him tearing the tails off lizards and terrorizing the neighborhood cars. [Client #1] has a history of being bullied at school</p>			<p>Implementation Date:</p> <p>Projected Completion Date: Ongoing</p>

<p>and last year was suspended 4-5 times due to fighting" and included a goal of..."controls his temper to reduce disruptive and aggressive behaviors at home and in the community;" -No Individualized Educational Plan (IEP) or</p>			
<p>V 291 Continued From page 3 V 291 and May 2023; -"None of the interventions are being met. My data shows he's (client #1) not having any behaviors at all." Interview on 5/23/23 with client #1's Case Manager from the LME/MCO revealed: -Concerned that facility staff had not attended BSP or IEP meetings; -"I've never received any Behavior Data Sheets. I request those every 3 months (since October 2022) from [the QP and the facility Director]...These are his behaviors. These are the things staff are doing. I've never seen that." Interviews on 5/22/23 and 5/23/23 with the facility Director revealed: -There were copies of client #1's IEP and BSP in his record at the office; -Not aware of any IEP meetings at the school that he had not attended; -Had not attended the April 2023 BSP meeting due to sickness in his family and he thought the May 2023 meeting had been canceled; -"He (client #1) doesn't have no extensive behaviors;" -Not aware that data regarding client #1's behavior was required to be submitted to the Behavior Support Specialist and to the LME/MCO..."I don't show that they requested that information from me." Interviews on 5/23/23 and 5/26/23 with the Qualified Professional (QP) revealed: -Never received a copy of client #1's IEP from the school; -The facility Director attended the BSP meetings; -BSP from client #1's previous placement dated 6/24/22 was the only plan available; -Requested a copy of the current BSP from the</p>			<p>Implementation Date:</p> <p>Projected Completion Date:</p>

<p>V 291 Continued From page 4 V 291 Behavior Support Specialist yesterday but hadn't received it yet; -"I don't think he (client #1) needs a BSP." Additional interview on 5/26/23 with the QP revealed he had just received a copy of client #1's current BSP from the Behavior Support Specialist. Review on 5/26/23 of client #1's BSP dated 10/25/22 revealed: -Signed and dated 11/1/22 by client #1's mom, the Rehabilitation Counselor and the Behavioral Specialist; -"Relevant History: At school, [client #1] engages in high rate of defiant behavior, which is maintained by escape and avoidance from work tasks;" -"Data Collection and Monitoring: The collection of data is what drives the behavior support plan. Data will be collected on the target behaviors listed in this plan. The following information will be recorded: date, time of behavior, antecedent, intervention used, and intervention effectiveness. Data will be collected in the residence and at day support services. Data will be logged into the Google Form daily."</p>			<p>Implementation Date:</p> <p>Projected Completion Date:</p>
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