

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>MHL025-203</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING _____	(X3) DATE SURVEY COMPLETED  <b>06/29/2023</b>
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NAME OF PROVIDER OR SUPPLIER  <b>INDEPENDENT HUMAN SERVICES DEVELOPM</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>1221 &amp; 1223 COLONY DRIVE NEW BERN, NC 28562</b>
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(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	<p><b>INITIAL COMMENTS</b></p> <p>A complaint survey was completed on June 29, 2023. The complaint was unsubstantiated (intake #NC00203648). Deficiencies were cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G .5400 Day Activity for Individuals of all Disability Groups.</p> <p>This facility has a current census of 14 clients. The survey sample consisted of audits of 4 current clients.</p>	V 000		
V 112	<p><b>27G .0205 (C-D) Assessment/Treatment/Habilitation Plan</b></p> <p><b>10A NCAC 27G .0205 ASSESSMENT AND TREATMENT/HABILITATION OR SERVICE PLAN</b></p> <p>(c) The plan shall be developed based on the assessment, and in partnership with the client or legally responsible person or both, within 30 days of admission for clients who are expected to receive services beyond 30 days.</p> <p>(d) The plan shall include:</p> <ol style="list-style-type: none"> <li>(1) client outcome(s) that are anticipated to be achieved by provision of the service and a projected date of achievement;</li> <li>(2) strategies;</li> <li>(3) staff responsible;</li> <li>(4) a schedule for review of the plan at least annually in consultation with the client or legally responsible person or both;</li> <li>(5) basis for evaluation or assessment of outcome achievement; and</li> <li>(6) written consent or agreement by the client or responsible party, or a written statement by the provider stating why such consent could not be obtained.</li> </ol>	V 112	<p>DHSR - Mental Health</p> <p>OCT 31 2023</p> <p>Lic. &amp; Cert. Section</p>	

Division of Health Service Regulation LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE <i>Patrice Mayan, Agency Director</i>	TITLE _____	(X6) DATE 8/3/2023
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V 112	<p>Continued From page 1</p> <p>This Rule is not met as evidenced by: Based on record reviews and interviews the facility failed to develop and implement strategies based on assessment for three of four audited clients (#4, #5 and #6). The findings are:</p> <p>Finding #1: Review on 06/28/23 and 06/29/23 of client #4's record revealed: - 41 year old female. - Admission date of 03/15/23. - Diagnoses of Moderate Intellectual Developmental Disability (IDD) and Unspecified Depressive Disorder.</p> <p>Review on 06/29/23 of client #4's Person-Centered Profile (PCP) dated 03/17/23 revealed: - Goal 1: "[Client #4] will receive care and supervision and spend time with friend in the community in the absence of his primary caregiver." - Respite services 30 hours a week. - No goals or strategies to address client #4's Day Activity Program.</p> <p>Finding #2: Review on 06/28/23 and 06/29/23 of client #5's record revealed: - 37 year old female. - Admission date of 08/19/22. - Diagnoses of Moderate IDD, Intermittent</p>	V 112	<p>Finding #1: <b>CORRECTIVE ACTION</b> QP will update PCP to reflect the goals/strategies to reflect respite, and day activity program.</p> <p>Authorizations will be submitted to Provider Direct requesting Day Activity Services before members will be able to attend the Day Program on a regular basis.</p>	08-15-2023

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V 112	<p>Continued From page 2</p> <p>Explosive Disorder and Unspecified Anxiety Disorder.</p> <p>Review on 06/29/23 of client #5's Individual Service Plan (ISP) Short Range Goals dated 01/01/23 revealed:</p> <p>Goals</p> <ul style="list-style-type: none"> <li>- "[Client #5] will increase her social skills and develop appropriate skills in a group setting." - Day supports Individual. "[Client #5] needs one on one support in a group setting to be most successful. [Client #5] becomes agitated and escalates quickly without one on one support to be the most successful. With one on one support [Client #5] is able to implement coping skills with support and be redirected from her obsessive behaviors..."</li> <li>- "[Client #5] will develop safety skills in a community or structured setting. - Day Supports Individual. "[Client #5] needs one on one support in a group setting to be most successful. [Client #5] becomes agitated and escalates quickly without one on one support to be the most successful. With one on one support [Client #5] is able to implement coping skills with support and be redirected from her obsessive behaviors..."</li> <li>- "[Client #5] will manage her money." - Day Supports Individual. "[Client #5] needs one on one support in a group setting to be most successful. [Client #5] becomes agitated and escalates quickly without one on one support to be the most successful. With one on one support [Client #5] is able to implement coping skills with support and be redirected from her obsessive behaviors..."</li> <li>- "[Client #5] will volunteer." - Community Networking.</li> <li>- "[Client #5] will be healthy while engaging and assessing her community." - Community Networking</li> </ul>	V 112	<p><b>Finding # 2: RESPONSE:</b></p> <p>The ISP was created by the care coordinator with Trillium. The ISP contains Goals for each individual service.</p> <p>The Short-Range Goals based on the ISP are then created by the QP. All the short-range goals were created based on the ISP. Client #5 receives 1:1 support in a group setting while attending the day program and has received this service since 08/19/2022.</p> <p>The current short-range goals for day support in client #5's plan is the following,</p> <p><b>4a I will receive at least three verbal prompts and gestures to difficult and overcoming challenging situations, handling my frustrations and anxieties in a group setting through coping skills of counting to 10, breathing techniques, communicating my feelings and thoughts to staff and my peers in 5/5 attempts, Monday- Friday, throughout my plan year.</b></p> <p><b>4b. I need to receive three verbal prompts to avoid my peers and staff from bumping into me accidentally and invading my personal space by setting up an appropriate boundary, such as arm length's distance or creating space between me and my peers / staff in at least 2 (preferred/ non-preferred) activities, where the activity also calls for [redacted] to listen and interact with them, in 5/5 attempts, Monday-Friday, every week, and throughout my plan year.</b></p> <p><b>4c. I will manage the volume of my voice and the excitement I feel when I am interacting with others, volunteering at my supervised sites, while I am out in the community, by staff letting me know when it is appropriately versus inappropriately usage in 5/5 attempts, Monday-Friday, and throughout my plan year.</b></p> <p><b>4d. I will receive training from staff using conflict resolution skills learning and knowing what to do should conflicts arise in the community with my peers and individuals, whenever it is needed, 5/5 attempts, Monday-Friday, each week, throughout my plan year.</b></p>	<p>08/19/2022 Already in place.</p> <p>Updated for Annual plan year: 12/28/2022 Effective: 01-01-2023</p>

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V 112		V 112	<p>4e. I will learn how to transition between activities, such as participating in a group activity of my choice appropriately, then moving on to the next activity, which will include a group exercise, in 5/5 attempts, Monday through Friday, every week, and throughout my plan year.</p> <p>4f. I will receive three verbal prompts and gestures to recognize words and associate the words with pictures, displaying a printed word and a picture or a photo of it on the same flashcard in 5/5 attempts, Monday-Friday, every week, throughout my plan year.</p> <p>5a. I will receive 1-3 reminders to walk with my head up and pay attention to my surroundings, understanding the traffic signs in the community, such as stop signs, traffic lights, caution signs, etc. in 5/5 attempts Monday- Friday, every week. And throughout my plan year.</p> <p>5b. I will receive 1-3 reminders and redirection to refrain from eating out of trash and be trained how this could affect my health by staying focused on what is in front of me, interacting with my peers on my activities of choice, using my coping skills to manage my anxieties, and using my boundaries to prevent me from bumping into staff and my peers, in 5/5 attempts, Monday-Friday, and throughout my plan year.</p> <p>5c. I will receive assistance with at least three verbal prompts to recognize "stranger danger" and who to go up to in the community if I need help, i.e. a police officer, cashier, security guard, etc, by training her on basic rules. in 5/5 attempts, Monday-Friday, and throughout the plan year.</p> <p>6a. I will receive at least three reminders before I use my debit card, to buy personal items for necessity, and not what I want, in 3/3 attempts during each week, throughout my plan year.</p>	



<p>V 112</p>	<p>Continued From page 3 Review on 06/28/23 and 06/29/23 client #6's record revealed: - 30 year old female. - Admission date of 03/15/23. - Diagnoses of Moderate IDD, Autistic Disorder and Epilepsy.</p> <p>Review on 06/29/23 of client #6's ISP revealed: Goal - "Member (client #6) will develop appropriate social norms." - Day Supports Individual.</p>	<p>V 112</p>	<p>6b. I will receive training before using my own debit card to do a transaction appropriately by first understanding how much items cost and second, understanding the concept of expensive and inexpensive items, in 3/3 attempts, each week, during my plan year.</p> <p><b>CORRECTIVE ACTION</b> These services will continue to be monitored by the QP and/or Program Mgr. at least monthly to ensure strategies are implemented as already developed 12/28/2022 and became effective 01/01/2023. Ensure that staff responsibilities at the site are discussed and reviewed more often during monthly supervision by QP and/or Program Mgr. with more details of providing 1:1 support while participating in group activities.</p> <p><b>RESPONSE</b> Client/Member # 6 has received 1:1 support for day support since 03/20/2023. Clients that receive individual services are already matched with 1 staff person. Although some activities are in a group setting, the staff person working with each member participates in the activity. Therefore, each member receiving individual is matched with one-to-one support. The current short-range goals for day support in client #5's plan is the following, <b>1a. I will receive at least 3 reminders during meal/snack time to sit through a meal without getting up, slow down when eating and refrain from stuffing my mouth with food in 5/5 attempts, throughout my time at the day program.</b></p> <p><b>1b. I will receive at least 3 verbal prompts, respecting my family's privacy and space, as well as others' personal space remaining arm length's away from them, to ensure my safety as well as mine, in any setting for three consecutive months, throughout my plan year.</b></p> <p><b>1e. I will continue to be given 3 verbal reminders to use good manners in different settings in 5/5 attempts throughout her plan year.</b></p> <p><b>4a. I will have the opportunity a to understand safety concepts while in the community, recognizing dangerous situations, while I am out there, which will require and monitoring supervision, attending activities of my preference to ensure that my rights are not violated throughout my plan year.</b></p> <p><b>4aa. I will receive at least 3 verbal prompts, respecting other people's personal space and not grab items that I want from other people, remaining arm length away from them, to ensure their safety as well as mine, in any setting for three</b></p>	<p>08/15/2023</p> <p>03/20/2023</p> <p>Updated for Annual plan year: 05/04/2023 Effective: 06-01-2023</p>
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<p>V 112</p>	<p>Interview on 06/28/23 staff #6 stated:          - She worked at the facility since March 2023.          - She normally provided day supports for client #5.          - She was currently transporting client #4, #5 and #6 in her personal car to the park.          - She provided transportation for client #4, #5 and #6 in the morning to the day program.          - Client #5 was supposed to receive 1:1 services.          - Most activities were in groups.</p>	<p>V 112</p>	<p>consecutive months, throughout my plan year.</p> <p>4b. I will receive at least 3 verbal prompts to communicate to staff the activity that I would prefer to perform and remain focus on the task without any disruptions (at least 20 minutes) and complete the task in a community setting for 3 consecutive months, 7 out of 7 days per week.</p> <p>5a. I will continue to receive a reminder to sit through a meal using appropriate table manners, such as using napkins to wipe my mouth and refrain from wiping my hands on my clothes slowing down while eating my food, during each mealtime, at each setting, every day, 7 out of 7 days, throughout my plan year.</p> <p>6a. I will receive 3 reminders in 3 different community settings to follow rules, be patient if there is a line and wait patiently for my time to go/perform the activity, purchase items with my own money, to handing it to the cashier, ensuring that I interact with her or him, waiting for my change, if any is due back, in 3 out of 7 days a week, throughout my plan year.</p> <p><b>CORRECTIVE ACTION</b>          These services will continue to be monitored by the QP and/or Program Mgr. at least monthly to ensure strategies are implemented as already developed 05/04/2023 and became effective 06/01/2023.          Ensure that staff responsibilities at the site are discussed and reviewed more often during monthly supervision by QP and/or Program Mgr. with more details of providing 1:1 support while participating in group activities.</p> <p><b>RESPONSE</b>          Staff #6 was not asked or approved by her supervisor or any administrative staff to transport client/member #4, #5, and #6 to the park on 06/28/2023.          Staff #6 has not been asked to transport any client(s)/member(s) along with her assigned client/member to the park on any day without the other staff person being present.          Staff #6 has been assigned on several occasions to transport her client/member along with another member and staff.          The other staff reported that staff #6 told her to ride with someone else. The supervisor reported that when she inquired staff #6 stated that she</p>	<p>08/15/2023</p> <p>03/20/2023</p>
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<p>V 112</p>		<p>V 112</p>	<p>did not want that staff person in her vehicle. On another occasion staff #6 refused to drive and rode with the supervisor to keep other staff out of her vehicle.</p> <p>Staff # 6 left for the day after client/member # 6 received 1:1 with staff # 4 on 06/28/2023. Client /member # 6 receives 5 hours a day instead of 6 hours per day.</p> <p>Staff # 6 was informed by the Program Mgr. with the Agency Consultant present, prior to 06/28/2023 not to transport prospect # 4 (by request) to the program or client /member # 6 to the program. Staff # 6 was informed of this not because she is supposed to start providing services at pick-up for client/member # 5 but because this is the guardian's responsibility. This meeting was before 06/28/2023 after staff # 6 complained that the reason she has been late is because she is picking up other clients/members along with her assigned client/member # 5.</p> <p>After informing staff #6 not to transport, the Program Manager proceeded to speak with the guardian to clarify that staff # 6 cannot transport client/member #6 and prospect #4 (by request) to the site. The Pro. Mgr. also informed the guardian that this was her responsibility. The guardian had no problem with transporting. At that time the guardian made it clear that staff # 6 initially agreed to do so because staff # 6 has to drive to New Bern to work at the program from the same area, daily.</p> <p><b>CORRECTIVE ACTION</b> After the exit interview (6/29/2023) when it was brought to the attention of Administration that the Care Coordinator stated that member # 6 services are to begin from the time that she is picked up; staff # 6, the program supervisor, the program assistant, and the guardian was informed again by the Program Manager, that staff # 6 could not transport prospect # 4 (upon request) and client/member # 6 to the program.</p> <p>Typically, services for members don't begin until they arrive at the site and the daily routine for the program begins.</p> <p>Recently, Staff # 6 has been terminated; partially because after being informed prior to</p>	<p>06/29/2023; 06/30/2023</p>
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V 112		V 112	<p>(06/28/2023) and a 2<sup>nd</sup> time after the exit interview (06/29/2023) not to transport client(s)/member(s) other than her assigned client/member to the program in the morning; staff # 6 transported client/member # 6 along with her assigned member to the site.</p> <p>When the Program Mgr. inquired with the guardian, the guardian stated that staff # 6 came to her after, she was informed that transporting the client/member to the site is her responsibility and asked to help her with transportation. The guardian stated that staff #6 asked if she could pay her, she would help her out and transport client/member # 6 to the site for her.</p> <p><b>RESPONSE</b> Activities being done in groups are designed to enhance socialization and communication skills to help them develop social norms as the clients/members are receiving day programming. As stated, clients/members who receive individual, have 1 staff person with them while receiving this service. Anytime members are participating in activities as a group they are still receiving one-to-one because all the mentors/staff are there with the group, supporting the clients/members who receive individual services. Also, since Client/Member #5 SRGs are stated in this summary of findings all SRGs themselves resort back to her being in a group setting while receiving day support services.</p> <p><b>CORRECTIVE ACTION</b> These services will continue to be monitored by the QP and/or Program Mgr. at least monthly to ensure strategies are implemented as already developed 12/28/2022 and became effective 01/01/2023.</p> <p>Ensure that staff responsibilities and client/member confidentiality at the site are discussed and reviewed more often during monthly supervision by QP and/or Program Mgr. with more details of providing 1:1 support while participating in group activities. This will include encouraging staff to continue to support each other to ensure the health, safety, and well-being of everyone while in the group setting, understanding that the focus will be on the client/member they are assigned.</p> <p>Ensure that staff are updated on 1:1 for their client/member attending the program who receives individual supports by program supervisor. Also, reviewing client member/confidentiality promoting that the focus</p>	<p>07/21/2023</p> <p>08/15/2023</p> <p>06/28/2023</p>
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V 112	<p>Interview on 06/28/23 staff #4 stated:</p> <ul style="list-style-type: none"> <li>- She had worked at the facility for approximately 13 years.</li> <li>- She normally worked individually with client #6.</li> <li>- Client #6 was brought to the facility and she assumed her care at that point.</li> <li>- Client #6 had an appointment this afternoon, 06/28/23.</li> </ul>	V 112	<p>be on the member staff is responsible for during activities that other client/members are not included.</p>	04/10/2023
	<p>Interview on 06/29/23 client #5's care coordinator stated:</p> <ul style="list-style-type: none"> <li>- Client #5 was supposed to receive 1:1 services day supports and community networking.</li> <li>- One staff should provide individual care to client #5.</li> <li>- She would follow up on client #5's treatment needs</li> </ul>		<p><b>RESPONSE</b> Staff #4 is correct, her 1:1 assignment is client/member #6. Client/member #6 receives 5 hours per day of Day Supports, therefore staff # 4 assists in other areas of the program when she is available. Staff #4 is usually informed by staff #6 if client/member # 6 is leaving early because during this time staff # 6 worked with client/ member # 6 after day programming.</p> <p><b>RESPONSE</b> Member # 5 has been receiving 1:1 supports since August 19, 2022, for Day Supports and Community Networking.</p>	08/19/2022

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<p>V 112</p>	<p>Continued From page 4</p> <p>Interview on 06/28/23 client #6's care coordinator stated:</p> <ul style="list-style-type: none"> <li>- Client #6 was supposed to receive individual day support services at the facility.</li> <li>- One staff should provide care for client #6 at day supports.</li> <li>- Client #6's day support hours should begin in the morning when she is picked up.</li> </ul>	<p>V 112</p> <p><b>RESPONSE</b></p> <p>Client/Member # 6 has received 1:1 support for day support since 03/20/2023. It does not state in client/member # 6's ISP or supporting documents that her services should start when she is riding in the car to the program site. As it does not specifically state in the Day Support definition that services start when clients/members are picked up.</p> <p>Client/Member # 6's current ISP for Day Supports addresses:</p> <p><b>Member Need # 1:</b></p> <p>Client/Member # 6 has learned to follow the rules of being able to sit through a meal. Client/Member # 6 needs to learn appropriate manners in different settings. Client/Member # 6 has a tendency to wipe her hands on her clothing. Client/member #6 will stuff her mouth when eating and needs to learn to slow down. Client/Member # 6 also needs to assist in preparing items if she is going to eat them or use them. Client/Member # 6 also needs to become more consistent in washing her hands before and/or after meals and cleaning up after herself. Client/Member # 6 requires assistance respecting the privacy and boundaries of her family. Client/Member # 6 has a routine when she comes home that she likes to keep. Client/Member # 6 requires encouragement at times to participate in a variety of family activities especially if they may interfere with her routine.</p> <p><b>Member Need # 4:</b></p> <p>Client/Member # 6 will need assistance, monitoring and role modeling for her safety while spending time in the community. Client/Member # 6 will need opportunities to choose what activities she wants to engage in. Client/Member # 6 will be participate in activities with her pees in the community regularly.</p> <p>Staff are trained to focus on client/member's safety and well-being at all times. These needs are not able to be addressed or met while the client/member is riding in the car.</p>	<p>03/20/2023</p> <p>Updated for Annual plan year: 05/04/2023 Effective: 06-01-2023</p>
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<p>V 112</p>	<p>Interview on 06/29/23 the Program Director stated:          - She was aware client #5 and client #6's treatment plan indicated they required individual supports.          - The facility did not receive funding for client #4.</p>	<p>V 112</p>	<p>Members are typically authorized 6 hours per day for day support services. The program starts at 8:30am and ends at 2:30pm. If services start from pick-up, the services will also have to take place during drop-off. This means the program hours would have to change from 9:30am to 1:30pm daily for this particular client/member.</p> <p>Staff # 6 stated to administration while being addressed about her tardiness, that it takes her 45 min to drive to the site. This would mean every member's time at the program would have to be adjusted to however long it takes them to get to and from the site. (15min; 30min; 45min; etc.) Also, if member # 6 required transportation services from a community provider such as (CARTS) to get to the program; there would not be a staff person on board to start providing Day Supports during her transport to the program.</p> <p><b>CORRECTIVE ACTION</b>          These services will continue to be monitored by the QP and/or Program Mgr. at least monthly to ensure strategies are implemented as already developed 05/04/2023 and became effective 06/01/2023.          Ensure that staff responsibilities at the site are discussed and reviewed more often during monthly supervision by QP and/or Program Mgr. with more details of providing 1:1 support while participating in group activities.          The issue of services being provided for any member during transport to the site and safety concerns will be addressed with staff again during their supervision monitoring this month at the site.</p> <p><b>RESPONSE</b>          Client/Members #5 and #6 have both received individual support via 1:1 since their start dates.</p> <p>Goal 1: "[Client #4] will receive care and supervision and spend time with friends in the community in the absence of her primary caregiver."</p> <p>This service was not billed during the scheduled times and visits for client/member # 4. These visits were sporadic and approved by the</p>	<p>08/15/2023</p> <p>08/19/2022; 03/20/2023</p>
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<p>V 112</p>	<p>Interview on 06/28/23 the Licensee stated:          - Client #4 was not being provided formal services at the facility.          - She understood all clients within the facility should be provided services.          - The facility had enough staff to meet the individual needs of the clients.          - She would follow up on the one to one individual day support services for the clients.</p>	<p>V 112</p>	<p>Program Director and Licensee after the guardian asked if the member could come in for a few activities to determine if this program would be a fit for her.</p> <p><b>CORRECTIVE ACTION</b>          Client/member # 4 and guardian has recently decided for her to attend the program. Therefore, as stated above, the TAR will be submitted with supporting documentation to request Day Programming Services for this client/member.</p> <p><b>RESPONSE</b>          Goal 1: "[Client #4] will receive care and supervision and spend time with friends in the community in the absence of her primary caregiver."</p> <p>This service was not billed during the scheduled times and visits for client/member # 4. These visits were sporadic and approved by the Program Director and Licensee after the guardian asked if the member could come in for a few activities to determine if this program would be a fit for her.</p> <p>Client/Member #4 did not attend the program or come to the facility daily during this time. Although the licensee does understand that clients/members who attend the program daily should be receiving services. The agency does allow potential clients/members to have walk throughs and visits during activities to determine if this program is a fit for them.</p> <p><b>CORRECTIVE ACTION</b>          Client/member # 4 and guardian has recently decided for her to attend the program. Therefore, as stated above the TAR will be submitted with supporting documentation to request Day Treatment Services for this client/member.</p> <p>In the future the time that a client/member visits the program will be more limited but still be tailored to that client/member's needs to assist with determining if they will choose to attend the program.</p> <p>After following-up on 1:1 day supports, the facility does meet the needs for client/members attending the program and every client/member</p>	<p>08/15/2023</p> <p>08/15/2023</p> <p>06/28/2023</p>
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V 112		V 112	receiving individual day supports has been assigned 1:1 staff since their start date.
V 366	<p>27G .0603 Incident Response Requirments</p> <p>10A NCAC 27G .0603 INCIDENT RESPONSE REQUIREMENTS FOR CATEGORY A AND B PROVIDERS</p> <p>(a) Category A and B providers shall develop and implement written policies governing their response to level I, II or III incidents. The policies shall require the provider to respond by:</p> <p>(1) attending to the health and safety needs of individuals involved in the incident;</p>	V 366	
STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>MHL025-203</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING _____	(X3) DATE SURVEY COMPLETED  <b>06/29/2023</b>
NAME OF PROVIDER OR SUPPLIER  <b>INDEPENDENT HUMAN SERVICES DEVELOPM</b>		STREET ADDRESS, CITY, STATE, ZIP CODE <b>1221 &amp; 1223 COLONY DRIVE NEW BERN, NC 28562</b>	