

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>MHL032-390</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING _____	(X3) DATE SURVEY COMPLETED  <b>R-C 09/13/2023</b>
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NAME OF PROVIDER OR SUPPLIER  <b>COMMUNITY CHOICES, INC - CASCADE AT DL</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>1801 WILLIAMSBURG ROAD, APARTMENT F DURHAM, NC 27707</b>
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V 000	<p><b>INITIAL COMMENTS</b></p> <p>A complaint and follow up survey was completed on September 13, 2023. The complaints were substantiated (Intake #NC00205527 and #NC00206696). Deficiencies were cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G. 4100 Residential Recovery Programs for Individuals with Substance Abuse Disorders and their Children.</p> <p>This facility is licensed for 18 and currently has a census of eight. The survey sample consisted of audits of 3 current clients.</p>	V 000		
V 110	<p><b>27G .0204 Training/Supervision Paraprofessionals</b></p> <p>10A NCAC 27G .0204 COMPETENCIES AND SUPERVISION OF PARAPROFESSIONALS</p> <p>(a) There shall be no privileging requirements for paraprofessionals.</p> <p>(b) Paraprofessionals shall be supervised by an associate professional or by a qualified professional as specified in Rule .0104 of this Subchapter.</p> <p>(c) Paraprofessionals shall demonstrate knowledge, skills and abilities required by the population served.</p> <p>(d) At such time as a competency-based employment system is established by rulemaking, then qualified professionals and associate professionals shall demonstrate competence.</p> <p>(e) Competence shall be demonstrated by exhibiting core skills including:</p> <ol style="list-style-type: none"> <li>(1) technical knowledge;</li> <li>(2) cultural awareness;</li> <li>(3) analytical skills;</li> <li>(4) decision-making;</li> <li>(5) interpersonal skills;</li> </ol>	V 110		

Division of Health Service Regulation  
LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE \_\_\_\_\_ TITLE \_\_\_\_\_ (X6) DATE \_\_\_\_\_

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V 110	<p>Continued From page 1</p> <p>(6) communication skills; and (7) clinical skills. (f) The governing body for each facility shall develop and implement policies and procedures for the initiation of the individualized supervision plan upon hiring each paraprofessional.</p> <p>This Rule is not met as evidenced by: Based on record review and interviews, one of three audited staff (staff #2) failed to demonstrate the knowledge, skills and abilities required for the population served. The findings are:</p> <p>Review on 9/6/23 of client #1's record revealed: -Admission date of 5/4/23. -Diagnoses of Cocaine Use Disorder- Severe</p> <p>Review on 9/6/23 of client #2's record revealed: -Admission date of 3/9/23. -Diagnoses of Stimulant Use Disorder- Cocaine/Severe, Alcohol Use Disorder- Mild and Cannabis Use Disorder- Mild.</p> <p>Interview on 9/12/23 with client #1 revealed: -There was a verbal situation with a staff member. -The staff member used profanity towards her. -She and the staff used inappropriate language towards one another. -A meeting was held with her, the other staff and management and they apologized, and she has moved past the situation. -She had to focus on working the program to meet her goals to soon finish the program.</p>	V 110		

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V 110	<p>Continued From page 2</p> <p>Interview on 9/6/23 with client #2 revealed: -She has witnessed staff use profanity towards other clients. -Staff has not used profanity towards her. -Staff she felt was disrespectful at times and not professional. -The counselor she felt was demeaning and treated clients unfairly. -She expressed her concerns to the Program Director.</p> <p>Interview on 9/13/23 with staff #2 revealed: -Stated she had not used any profanity towards any clients in the program. -Had stated to Client #1 "Why the h*ll you slamming my door?" -She informed the Program Director of the conversation but later apologized to client #1 for her language. -The clients used profanity often towards the staff.</p> <p>Interview on 9/6/23 with the staff #3 revealed: -Client #1 was not feeling well and believed her response to staff was due to her not feeling well. -Client #1 and staff #2 both admitted to use of profanity towards each other. -Client #1 and the staff had a meeting, both apologized and had no issues since. -Client #2 disrespected her and the Program Director. -Client #2 had made racially biased comments during groups -Client #2 would instigate other clients in the program.</p> <p>Interview on 9/6/23 with the Program Director revealed: -She had not witnessed any staff speak</p>	V 110		

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V 110	Continued From page 3  inappropriately towards any clients. -Staff spoke firmly towards clients but remained professional working with the clients in the program. -She was informed by other clients of clients using inappropriate language towards staff. -Client #1 filed a grievance against staff #2 but recanted and stated staff had not cursed.	V 110		
V 290	27G .5602 Supervised Living - Staff  10A NCAC 27G .5602 STAFF (a) Staff-client ratios above the minimum numbers specified in Paragraphs (b), (c) and (d) of this Rule shall be determined by the facility to enable staff to respond to individualized client needs. (b) A minimum of one staff member shall be present at all times when any adult client is on the premises, except when the client's treatment or habilitation plan documents that the client is capable of remaining in the home or community without supervision. The plan shall be reviewed as needed but not less than annually to ensure the client continues to be capable of remaining in the home or community without supervision for specified periods of time. (c) Staff shall be present in a facility in the following client-staff ratios when more than one child or adolescent client is present: (1) children or adolescents with substance abuse disorders shall be served with a minimum of one staff present for every five or fewer minor clients present. However, only one staff need be present during sleeping hours if specified by the emergency back-up procedures determined by the governing body; or (2) children or adolescents with developmental disabilities shall be served with	V 290		

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V 290	<p>Continued From page 4</p> <p>one staff present for every one to three clients present and two staff present for every four or more clients present. However, only one staff need be present during sleeping hours if specified by the emergency back-up procedures determined by the governing body.</p> <p>(d) In facilities which serve clients whose primary diagnosis is substance abuse dependency:</p> <p>(1) at least one staff member who is on duty shall be trained in alcohol and other drug withdrawal symptoms and symptoms of secondary complications to alcohol and other drug addiction; and</p> <p>(2) the services of a certified substance abuse counselor shall be available on an as-needed basis for each client.</p> <p>This Rule is not met as evidenced by: Based on record review and interview, the facility failed to ensure the minimum number of staff were available to respond to the clients needs affecting 2 of 2 clients (#1 and #2). The findings are:</p> <p>Review on 9/6/23 of client #1's record revealed: -Admission date of 5/4/23. -Diagnoses of Cocaine Use Disorder- Severe</p> <p>Review on 9/6/23 of client #2's record revealed: -Admission date of 3/9/23. -Diagnoses of Stimulant Use Disorder- Cocaine/Severe, Alcohol Use Disorder- Mild and Cannabis Use Disorder- Mild.</p> <p>Interview on 9/13/23 with client #1 revealed: -She had an infant and chose to keep her child</p>	V 290		

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V 290	<p>Continued From page 5</p> <p>with her during group.</p> <ul style="list-style-type: none"> <li>-Since admitted to the program, she had not seen childcare services provided.</li> <li>-Other client's children were in the group meeting due to not having childcare.</li> </ul> <p>Interview on 9/6/23 with client #2 revealed:</p> <ul style="list-style-type: none"> <li>-There was no childcare provided for children while in group.</li> <li>-Children were in group with them the entire time.</li> <li>-Was hard to focus on group when children were present.</li> </ul> <p>Interview on 9/6/23 with the Program Director revealed:</p> <ul style="list-style-type: none"> <li>-Childcare was provided but the person stopped working for the agency.</li> <li>-Staff on campus would assist if did not have appointments or other errands.</li> <li>-Confirmed that childcare was not provided when clients were in groups.</li> </ul>	V 290		