Division of Health Service Regulation STATEMENT OF DEFICIENCIES (X1) PROVIDER/SUPPLIER/CLIA (X2) MULTIPLE CONSTRUCTION (X3) DATE SURVEY AND PLAN OF (ORRECTION IDENTIFICATION NUMBER: COMPLETED A. BUILDING: B. WING MHL060-865 05/07/2024 NAME OF PROVIDER OR SUPPLIER STREET ADDRESS, CITY, STATE, ZIP CODE 3315 WILKINSON BLVD. CHARLOTTE TREATMENT CENTER, INC. CHARLOTTE, NC 28208 SUMMARY STATEMENT OF DEFICIENCIES (X4) ID PROVIDER'S PLAN OF CORRECTION (X5) COMPLETE (EACH DEFICIENCY MUST BE PRECEDED BY FULL PRÉFIX **PREFIX** (EACH CORRECTIVE ACTION SHOULD BE TAG REGULATORY OR LSC IDENTIFYING INFORMATION) TAG CROSS-REFERENCED TO THE APPROPRIATE DATE DEFICIENCY) V 000 INITIAL COMMENTS V 000 An annual, complaint and follow up survey was completed May 7, 2024. The complaint was substantiated (intake #NC00214788). Deficiencies were cited. This facility is licensed for the following service category: 10A NCAC 27G .3600 Outpatient Opioid Treatment. This facility has a current census of 285. The sulvey sample consisted of audits of 11 current clients and 3 deceased clients. V 109 27G .0203 Privileging/Training Professionals V 109 10A NCAC 27G .0203 COMPETENCIES OF QUALIFIED PROFESSIONALS AND ASSOCIATE PROFESSIONALS (a) There shall be no privileging requirements for qualified professionals or associate professionals. (b) Qualified professionals and associate professionals shall demonstrate knowledge, skills and abilities required by the population served. (c) At such time as a competency-based employment system is established by rulemaking, then qualified professionals and associate professionals shall demonstrate competence. (d) Competence shall be demonstrated by exhibiting core skills including: (1) technical knowledge; (2) cultural awareness: RECEIVED (3) analytical skills; (4) decision-making: JUN 07 2024 (5) interpersonal skills; (6) communication skills; and clinical skills. **DHSR-MH Licensure Sect** (e) Qualified professionals as specified in 10A NCAC 27G .0104 (18)(a) are deemed to have met the requirements of the competency-based Division of Health Service Regulation

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

TITLE

(X6) DATE

STATE FORM

Division	of Health Service Re	egulation			TORWAFF	NOVEL
	NT OF DEFICIENCIES N OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	C15 St	CONSTRUCTION	(X3) DATE SURV COMPLETE	
		MHL060-865	B. WING		R 05/07/20)24
NAME OF	PROVIDER OR SUPPLIER	STREET A	DDRESS, CITY, S	TATE, ZIP CODE		
CHARL	OTTE TREATMENT CE	NTER, INC. 3315 WIL	KINSON BLV	D.		
(X4) ID PREFIX TAG	(EACH DEFICIENCY	TEMENT OF DEFICIENCIES MUST BE PRECEDED BY FULL SC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECT (EACH CORRECTIVE ACTION SHOU CROSS-REFERENCED TO THE APPRO DEFICIENCY)	JLD BE COM	(X5) MPLETE DATE
V 109	MH/DD/SAS. (f) The governing by develop and implement for the initiation of a plan upon hiring each (g) The associate pure supervised by a quapopulation served for	ge 1 n in the State Plan for ody for each facility shall nent policies and procedures n individualized supervision ch associate professional. professional shall be alified professional with the or the period of time as 104 of this Subchapter.	V 109			
	Program Director fa knowledge, skills an population served. T	riews and interview, 1 of 1 led to demonstrate the d abilities required by the line findings are: the Program Director's ed:			98	
	-Job description for and dated 3/1/24. Review on 4/30/24 or and grievances (no re-2/9/24 "The Director continuously interrup session, rushing staff a meeting." -2/12/24 "The Director always been abrasive and Program Director and	the Program Director signed f the facility's incident reports names on report) revealed:			93.	

Division of Health Service Regulation

Division	of Health Service Regulation				
	N OF CORRECTION (X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	1 12 1	E CONSTRUCTION	(X3) DATE COMP	SURVEY
	MHL060-865	B. WING		1	₹ 0 7/2024
NAME OF	PROVIDER OR SUPPLIER STREET AT	DDRESS CITY S	STATE, ZIP CODE	-	
		KINSON BLV			
	CHARLO	TTE, NC 282			
(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 CORRECTI (EACH CORRECTIVE ACTION SHOUL CROSS-REFERENCED TO THE APPRO DEFICIENCY)	D BE	(X5) COMPLETE DATE
V 109	Continued From page 2	V 109			
	other I am probably going to leave and go				
	somewhere else. When she talks to me it is in the				
	looby in front of everyone and it is embarrassing for others to hear I owe money."				
	-2/12/24 "When the PD (Program Director) is				
	present she is not kind to the patients (clients).				
	The PD always wants to talk over the patients in				
	way that puts them down. The patients are being				
	bullied from what I have witnessed and what they				
	have shared."				
	-3/15/24 "[Client] came in at 6:00 am and the				
	cashier informed her that she (client) was				
	scheduled for a physical at 6:30 am. [Client] was				
	not given notice about a physical and around 6:15				
	and, the female program director rudely shared,				
	"Take a seat in the lobby and we will see you				
	when we can." [Client] explained that she was not given notice but the program director only				1
	countered with, "Like I said, take a seat in the				1
	lobby and we will be with you when we can. If you				
	have your medication, you have time for a				1
	physical."				ĺ
	-4/8/24 "I have never been treated at a facility this				i
	way. Why would somebody be so mean?				
	[Counselor] and me had been talking about				
	klonopins in my system. I told her (Counselor) I				
	was going to the doctor and getting klonopin out of my system. That lady (Program Director) said it				
	dign't matter if it was getting pot or klonopin out of				1
	our system. It was her tone and I felt like I was				1
	getting scolded by a principal. I am probably				1
	quitting and going somewhere else. I can't stand				
	to get treated like a second class citizen Every			attended algorithms of	
	time she comes out of her office she is yelling at				
	staff and patients. Everyone is afraid to say				
	anything because she threatens to take their				
	dose."			r.i.	
	-4/12/24 Caller reported that her pick days for her				
	take home doses would be changed because				
	staff did not want to work on Fridays. Caller said				

Division of Health Service Regulation

Division	of Health Service Re	egulation			1 OTTIVI	AFFROVEL
STATEME AND PLAN	NT OF DEFICIENCIES NOF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	100 0	E CONSTRUCTION		SURVEY PLETED
		MHL060-865	B. WING		100	R 0 7/2024
NAME OF	PROVIDER OR SUPPLIER	STREET ADI	DRESS, CITY, S	STATE, ZIP CODE		
CHARLO	OTTE TREATMENT CE	NIER INC	KINSON BLV TE, NC 282			
(X4) ID PREFIX TAG	(EACH DEFICIENCY	TEMENT OF DEFICIENCIES MUST BE PRECEDED BY FULL SC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECT (EACH CORRECTIVE ACTION SHOU CROSS-REFERENCED TO THE APPRO DEFICIENCY)	JLD BE	(X5) COMPLETE DATE
V 109	Continued From pa	ge 3	V 109			
ì	the new pick up tim and the Program Di problem." -4/19/24 Reporter wanother person in m Program Director ou Interview on 4/30/24 revealed: -Asked to remain ar retaliation "The clinic has gor	ogram Director to let her know e would interfere with her job rector said, "That's not my ranted their grievance to go to lanagement other than the ut of fear of retaliation. With Anonymous Client #2 ronymous due to fear of red downhill since they got new Program Director) is running				
	revealed: -Asked to remain an retaliation"Most of the staff ar director (Program Director) Interview on 5/3/24 verevealed: -Asked to remain an retaliation"I like the counselor management. It's the Seems to be a lot of management and coboarding I remembe counselor]." -"She (Program Director):" -"She (Program Dir	unselors. When I was on r feeling bad for [the ctor) seems to always be a question once and it				
	revealed:	onymous due to fear of				

Division of Health Service Regulation

STATE FORM

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If continuation sheet 4 of 7

Division of Health Service Regulation STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION (X1) PROVIDER/SUPPLIER/CLIA (X2) MULTIPLE CONSTRUCTION (X3) DATE SURVEY **IDENTIFICATION NUMBER:** COMPLETED A. BUILDING: ____ MHL060-865 05/07/2024 NAME OF PROVIDER OR SUPPLIER STREET ADDRESS, CITY, STATE, ZIP CODE 3315 WILKINSON BLVD. CHARLOTTE TREATMENT CENTER, INC. CHARLOTTE, NC 28208 SUMMARY STATEMENT OF DEFICIENCIES PROVIDER'S PLAN OF CORRECTION (X4) ID (X5) (EACH DEFICIENCY MUST BE PRECEDED BY FULL PREFIX PREFIX (EACH CORRECTIVE ACTION SHOULD BE COMPLETE REGULATORY OR LSC IDENTIFYING INFORMATION) TAG TAG CROSS-REFERENCED TO THE APPROPRIATE DATE DEFICIENCY) V 109 Continued From page 4 V 109 retaliation. -Had not witnessed the Program Director be rude to clients, but clients have reported having issues with the Program Director and the way she talked to them. -"The Program Director talks to people rudely and deters people from the program." Interview on 5/3/24 with Anonymous Staff #6 -Asked to remain anonymous due to fear of retaliation. -Clients had reported feeling "bullied". -The Program Director "talked down" to clients. -"When she is mad with one person, she is mad with everybody." -Human Resources were aware of the ongoing issues with the Program Director. Interview on 5/3/24 with the Program Director revealed: -"There has been a lot of resistance since I got here." -"I did not threaten to withhold dose (methadone), a staff member told clients I would withhold their dose." -"Clients would not do groups and were very ardumentative." -"There have been communication issues." -"I have created an open door policy that allows staff to come to me with all of their concerns." V 235 27 3.3603 (A-C) Outpt. Opiod Tx. - Staff V 235 10A NCAC 27G .3603 STAFF (a) A minimum of one certified drug abuse counselor or certified substance abuse counselor to each 50 clients and increment thereof shall be on the staff of the facility. If the facility falls below

Division of Health Service Regulation

If continuation sheet 6 of 7

NAME OF PROVIDER OR SUPPLIER CHARLOTTE TREATMENT CENTER, INC. (X4) ID PREFIX (EACH DEFICIENCY MUST BE PRECEDE REGULATORY OR LSC IDENTIFYING INFO	STREET ADI 3315 WILL CHARLOT ENCIES ED BY FULL	A. BUILDING:		ON .D BE	7/2024 (X5)
CHARLOTTE TREATMENT CENTER, INC. (X4) ID PREFIX TAG V 235 Continued From page 5 this prescribed ratio, and is unable to individual who is certified because of	STREET ADI 3315 WILL CHARLOT ENCIES ED BY FULL	DRESS, CITY, S KINSON BLVI TTE, NC 2820 ID PREFIX	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOUL	05/07	7/2024 (×5)
CHARLOTTE TREATMENT CENTER, INC. SUMMARY STATEMENT OF DEFICIE (EACH DEFICIENCY MUST BE PRECEDE REGULATORY OR LSC IDENTIFYING INFO V 235 Continued From page 5 this prescribed ratio, and is unable to individual who is certified because of	3315 WILK CHARLOT ENCIES ED BY FULL	ID PREFIX	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOUL	D BE	
(X4) ID PREFIX TAG SUMMARY STATEMENT OF DEFICIE (EACH DEFICIENCY MUST BE PRECEDE REGULATORY OR LSC IDENTIFYING INFO	3315 WILK CHARLOT ENCIES ED BY FULL	ID PREFIX	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOUL	D BE	
(X4) ID PREFIX TAG SUMMARY STATEMENT OF DEFICIE (EACH DEFICIENCY MUST BE PRECEDE REGULATORY OR LSC IDENTIFYING INFO	CHARLOT ENCIES ED BY FULL	ID PREFIX	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOUL	D BE	
PREFIX TAG (EACH DEFICIENCY MUST BE PRECEDE REGULATORY OR LSC IDENTIFYING INFO V 235 Continued From page 5 this prescribed ratio, and is unable t individual who is certified because of	ED BY FULL	PREFIX	(EACH CORRECTIVE ACTION SHOUL	D BE	
this prescribed ratio, and is unable tindividual who is certified because of			DEFICIENCY)	PRIATE	COMPLETI DATE
this prescribed ratio, and is unable tindividual who is certified because of		V 235			
individual who is certified because of	to omploy on	20 13 20 20 20 20 20 20 20 20 20 20 20 20 20			
The state of the s					
unavailability of certified persons in					
hiring area, then it may employ an u					
person, provided that this employee					
certification requirements within a months from the date of employmen					
(b) Each facility shall have at least of					
member on duty trained in the follow	ving areas:				
(1) drug abuse withdrawal syr					
(2) symptoms of secondary control drug addiction.	omplications				
(c) Each direct care staff member s	shall receive				
continuing education to include unde					
the following:					
(1) nature of addiction;(2) the withdrawal syndrome;					
(3) group and family therapy;	and				
(4) infectious diseases includir	ng HIV,				
sekually transmitted diseases and T	B.				
	D1				
				III.	
				" con" a	
1					
This Rule is not met as evidenced b					
Based on record review and interview					
facility failed to ensure a minimum of drug abuse counselor or certified sub-					
abuse counselor to each 50 clients.					
are:					
D					
Review on 4/30/24 of the facility's state census list dated 4/30/24 revealed:	aπ and client				
-There were 285 clients.					
-There were 3 counselors.	1				
sion of Health Service Regulation				*	

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Division	n of Health Service R	egulation			1 OTTIVI	AFFROVED
	ENT OF DEFICIENCIES N OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:		E CONSTRUCTION	(X3) DATE COMP	SURVEY
		MHL060-865	B. WING			₹ 0 7/2024
NAME OF	PROVIDER OR SUPPLIER	STREET AD	DRESS, CITY, S	TATE, ZIP CODE		
CHARL	OTTE TREATMENT CE	INTER. INC.	KINSON BLV TTE, NC 282			
(X4) ID PREFIX TAG	(EACH DEFICIENC)	TEMENT OF DEFICIENCIES MUST BE PRECEDED BY FULL SC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOUL CROSS-REFERENCED TO THE APPROPOSED TO THE APPROPOSED TO THE APPROPOSED CORRECTION (CROSS-REFERENCE)	D BE	(X5) COMPLETE DATE
	-"I have about 90 pa -The facility was sh -Individual sessions constraints. -She and the other over 50 for three ma -"I may not get to ha	counselors had a caseload onths. ave a full 30 minute session to the high caseload and				
	-Had 95 clients on h -"We are short staff see clients individual Interview on 4/30/24 -"We have more part our caseload becaut another counselor h -Had caseload of 80 Interview on 5/3/24 v revealed: -Sine was aware that high caseloadShe was aware case than 50 clients per cu- "We are short staffe interviewing for another."	ed, I do intakes, groups, and ally." with Counselor #3 revealed: tients (clients) than usual on se it's been hard to get ired." clients. with the Program Director the counselors had a very eloads were to be no more ounselor. ed. We have been her counselor." human resources) to bring in			Fig. Tell	
	(counselors) need it,			- THE	FORA	

Division of Health Service Regulation

STATE FORM

Compliance Corrective Action Plan

CLINIC NAME: Charlotte Treatment Center

RESPONSE TO: Division of Health Service Regulation

Date of Audit/Review: 5/7/24

Due: 6/3/24

This Corrective Action Plan should be used when documenting actions necessary to correct deficiencies identified by external parties. The document is not deemed final until all noted findings/observations have been corrected and all required reviews and signatures have been received.

By signing below you acknowledge the findings/observations below and understand that the Compliance Team may conduct a random follow-up audit to confirm the corrections are adhered to.

Regulatory Reference	Issue/Deficiency	Corrective Actions	Responsible Business Owner	Start Date	End Date	Comments
	10A NCAC 27G .0203 COMPETENCIES OF QUALIFIED PROFESSIONALS AND					
	ASSOCIATE PROFESSIONALS					
	(a) There shall be no privileges					
	requirements for qualified	The Regional Director,				
	professionals or associate	will monitor for				
	professionals.	completion and understanding the				
	(b) Qualified professionals and associate professionals shall	following:				
	demonstrate knowledge, skills					
	and abilities required by the population	2) The Program Director is under				
V 109 27G .0203	served.	direct supervision externally with				
rivileging/Training	(c) At such time as a competency-based	MA, QMHP, LCMHCS,		11/16/2023	To date	
Professionals	employment system is established by	LCAS, CCS as of 11/16/2023		11/10/2023	To date	
	rulemaking, then qualified	See attachment letter				
	professionals and associate					
	professionals shall demonstrate	See Document Supervision letters				
	competence. (d) Competence shall be demonstrated	The Program Director was under		10/24/24	02/14/24	
	by exhibiting core skills including:	direct supervision internally by	Selscates	JQ	Astronomic	
	(1) technical knowledge;	LCAS, CCS			1 1	
	(2) cultural awareness;	See attachment letter	= 1	B71		
	(3) analytical skills;	Internal Supervision with Area				
	(4) decision-making;	Clinical Supervisor,				
	(5) interpersonal skills;	will continue.				
	(6) communication skills; and					

					1 466 2 010	
(7) clinical skills. (e) Qualified professionals as specified in 10A NCAC 27G .0104 (18)(a) are deemed to have met the requirements	Can service and the service and the service of the service of the service and	and the state of t	AND SERVICE TO THE PROPERTY OF		TO SOLET METERS AND	e and
of the competency-based employment system in the State Plan for MH/DD/SAS. (f) The governing body for each facility shall develop and implement policies and procedures for the initiation of an individualized supervision plan upon hiring each associate professional. (g) The associate professional shall be supervised by a qualified professional with the population served for the period of time as specified in Rule .0104 of this Subchapter. This Rule is not met as evidenced by: Based on record reviews and interviews, 1 of 1 Program Director failed to demonstrate the knowledge, skills and abilities required by the population served. The findings are: Review on 5/1/24 of the Program Director's personnel file revealed: -Hire date of 4/7/23. Job title Program Director. Job description for the Program Director signed and dated 3/1/24. Review on 4/30/24 of the facility's incident reports and grievances (no names on report) revealed: -2/9/24 "The Director (Program Director) continuously interrupted a	The Program Director, will complete a course in Effective Communication for Supervisors via our online learning management system which consists of an exam at the end of each course to ensure competency. The Regional Director will ensure the course is completed by the assigned due date.	Program Director Regional Director	05/31/24	06/14/24		
client's counseling session, rushing staff to end the session to attend a meeting." -2/12/24 "The Director (Program Director) has always been abrasive to me as well. We (client and Program Director) were arguing about this	The	ak	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1			

moneywe were screaming and					
hollering at each other I am probably					
going to leave and go somewhere else.	The state of the s	to proceed and the second control of the sec	THE THE CONTRACT WAS A STATE OF THE CONTRACT O		
When she talks to me it is in the					
lobby in front of everyone and it is					
embarrassing for others to hear I owe					
money."		Program Director,	05/31/24	06/14/24	
-2/12/24 "When the PD (Program		Regional Diretor	,,-	00/11/24	
Director) is present she is not kind to					
the patients (clients).					
The PD always wants to talk over the					
patients in a way that puts them down.					
The patients are being bullied from				W.	
what I have witnessed and what they					
have shared."	The Program Director,				
-3/15/24 "[Client] came in at 6:00 am	/ill complete a course in				
and the cashier informed her that she	Influence of Culture on Care in				
(client) was scheduled for a physical at	Behavioral Health for				
6:30 am. [Client] was not given notice	Paraprofessionals				
about a physical and around 6:15 am,	via our online learning				
the female program director rudely	management system which consists				
shared,	of an exam at the end of each				
"Take a seat in the lobby and we will	course to ensure competency. The				
see you when we can." [Client]	Regional Director,				
explained that she was not given notice	will ensure the course is completed				
but the program director only	by the assigned due date.				
countered with, "Like I said, take a seat					
in the lobby and we will be with you					
when we can. If you have your					
medication, you have time for a					
physical."					
-4/8/24 "I have never been treated at a					
facility this way. Why would somebody					
be so mean? [Counselor] and I had		1			
been talking about klonopins in my	200				
system. I told her (Counselor) I was	en that enCount	5 (0.5)	100000	Coun-	or Special V
going to the doctor and getting					
klonopin out of my system. That lady			1 0 11 1	ys i	
(Program Director) said it didn't matter	s may be a said as	Actions		a salo	
if it was getting pot or klonopin out of	with the second second			+ 8 c	
our system. It was her tone and I felt					
like I was getting scolded by a principal.					
I am probably quitting and going					

	somewhere else. I can't stand to get treated like a second class citizen Every time she comes out of her office she is yelling at staff and patients. Everyone is afraid to say anything because she threatens to take their dose." -4/12/24 Caller reported that her pick days for her take home doses would be changed because staff did not want to						and the second second second
	Every time she comes out of her office she is yelling at staff and patients. Everyone is afraid to say anything because she threatens to take their dose." -4/12/24 Caller reported that her pick days for her take home doses would be						
	she is yelling at staff and patients. Everyone is afraid to say anything because she threatens to take their dose." -4/12/24 Caller reported that her pick days for her take home doses would be					***	
	Everyone is afraid to say anything because she threatens to take their dose." -4/12/24 Caller reported that her pick days for her take home doses would be					340	
	because she threatens to take their dose." -4/12/24 Caller reported that her pick days for her take home doses would be						
	dose." -4/12/24 Caller reported that her pick days for her take home doses would be				1		
	-4/12/24 Caller reported that her pick days for her take home doses would be		1				
	days for her take home doses would be		1				
	days for her take home doses would be						
	changed because staff did not want to						
	Bas because stall ald life wall to						
	work on Fridays. Caller said she spoke						
l.	to the Program Director to let her know						
	the new pick up time would interfere						
	with her job and the Program Director						
	said, "That's not my problem."						
	-4/19/24 Reporter wanted their						
	grievance to go to another person in						
	management other than the						
	Program Director out of fear of		Regional Director	05/21/24	06/11/21		
	retaliation.		Clinical Supervisor	05/31/24	06/14/24		
1)	Interview on 4/30/24 with Anonymous		Cirrical Supervisor				
	Client #2 revealed:						
	-Asked to remain anonymous due to						
	fear of retaliation.						
	- "The clinic has gone downhill since						
	they got new management. She						
	(Program Director) is running the good	*					
1	staff off."						
	Interview on 5/1/24 with Anonymous						
	Client #5 revealed:						
	-Asked to remain anonymous due to						
	fear of retaliation.						
	"Most of the staff are respectful except						
	the director (Program Director), I don't						
	deal with her."	The Program Director,					
30.7°	Interview on 5/3/24 with Anonymous	will complete a course in	T. WATE			2000 p. 2000 p	
	Client #9 revealed:	Employee Wellness: Emotional	C synthesis for form		O D. WELVER	: C. TYPT: :	
	-Asked to remain anonymous due to	Awareness via our online learning	1 3000				
	fear of retaliation.	management system which consists	a due		To Richard	1 201 1	
	"I like the counselors, but there was a	of an exam at the end of each	180	10.00	t u skusky neden i		
17	change in management. It's the	course to ensure competency. The	200			=	
	director (Program Director). Seems to	Regional Director,					
	be a lot of tension between	megional bilector,					

	management and counselors. When I	will ensure the course is completed		<u></u>		
	was on boarding I remember feeling	by the assigned due date.				
	bad for [the counselor] "	,	4			
	-"She (Program Director) seems to				The second secon	
	always be irritated. I asked her a					
	question once and it seemed to upset				1	
	her."					
	Interview on 4/30/24 with Anonymous					
	Staff #5 revealed:					
	-Asked to remain anonymous due to					
	fear of retaliation.					
	-Had not witnessed the Program					
	Director be rude to clients, but clients					
	have reported having issues with the					
	Program Director and the way she					
	talked to them.					
	-"The Program Director talks to people					
	rudely and deters people from the					
	program."					
	Interview on 5/3/24 with Anonymous					
	Staff #6 revealed:					
	-Asked to remain anonymous due to					
	fear of retaliation.					
	-Clients had reported feeling "bullied".					
	-The Program Director "talked down" to					
	clients.					
	-"When she is mad with one person,					
	she is mad with everybody."					
	-Human Resources were aware of the					
	ongoing issues with the Program					
	Director.					
	Interview on 5/3/24 with the Program					
	Director revealed:					
	-"There has been a lot of resistance					
	since I got here."					
SECTION	-"I did not threaten to withhold dose	ALL PRODUCTION MALE	Nana Carrer agés	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	in the second	TANKS OF A LAND
	(methadone), a staff member told		ř			
The second	clients I would withhold their dose."		de la company	2		
o Table III	-"Clients would not do groups and were		ris an are		0.	a te
	very argumentative."					
	-"There have been communication		1			
	issues."					

F							
1		-"I have created an open door policy					
		that allows staff to come to me with all					
7	and the same and a second	of their concerns."					
		10A NCAC 27G .3603 STAFF		- Conference		***************************************	
		(a) A minimum of one certified drug					
		abuse counselor or certified substance					
		abuse counselor to each 50 clients and					
		increment thereof shall be on the staff					
		of the facility. If the facility falls below					
		this prescribed ratio, and is unable to					
		employ an individual who is certified					
		because of the unavailability of					
		certified persons in the facility's					
		hiring area, then it may employ an				-	
		uncertified person, provided that this					
		employee meets the certification					
		requirements within a maximum of 26					
		months from the date of employment.					
		(b) Each facility shall have at least one					
		staff member on duty trained in the					
		following areas:					
	V 225 276 2662	(1) drug abuse withdrawal symptoms;					
	V 235 27G .3603	and	The Program Director, (December Discrete	5/20/24		
	(A-C) Outpt. Opioid	(2) symptoms of secondary	Il continue to work with	Program Director,	5/29/24	in process	All open positions
	Tx Staff	complications to drug addiction.	talent acquisition as it relates to	Regional Director,			are posted
		(c) Each direct care staff member shall	staffing at appropriate ratios.	Talent Acquisition			internally and on
		receive continuing education to include	Clinicians are being offered a				recruitment
		understanding of the following:	\$2,500.00 sign on bonus. The				websites with
		(1) nature of addiction;	Program Director will monitor				aggressive
		(2) the withdrawal syndrome;	counselor caseloads weekly to				recruitment
		(3) group and family therapy; and	ensure that counselor caseloads do				Current vacancies:2
		(4) infectious diseases including HIV,	not exceed 50 patients per				Guirent vacancies.2
		sexually transmitted diseases and TB.	counselor. The PD will immediately				
		sexually transmitted diseases and TB.	begin recruiting efforts as soon as				
		This Rule is not met as evidenced by:	any counselor submits a				
		Based on record review and interviews,	resignation. This will be monitored		4		
		the facility failed to ensure a minimum	moving forward via the Regional	75 F-36 S-2	1		compage of
	900	of one certified drug abuse counselor	Director,				
		or certified substance abuse counselor					2 11
		to each 50 clients. The findings are:	LCAS-A hired as of 5/29/24 and in	t and the second			1 1000
		Review on 4/30/24 of the facility's staff	background. Staffing agencies				
		and client census list dated 4/30/24	being identified and interviews				
		revealed:	slated weekly.				
-		revealed.					

Interview on 4/30/24 with Counselor #I revealed" "I have about 90 patients that I see monthly." -The facility was short staffed, -Individual sessions were cut short due to time constraintsShe and the other counselors had a caseload over 50 for three monthsI'm may not get to have a full 30 minute session with each client due to the high caseload and triving to do intakes, Interview on 4/30/24 with Counselor #I? revealed: -Had 95 clients on her caseload -"We are short staffed, I do intakes, groups, and see clients individually." Interview on 4/30/24 with Counselor #I revealed: -"We have more patients (clients) Interview on 5/3/24 with the Program Director revealed: -She was aware that the counselors had a very high caseloadShe was aware that the counselors had a very high caseloadShe was aware caseloads were to be no more than 50 clients per counselor"We are short staffed, the have been interviewing for another counselor." -"I reach when they (kname have)		-There were 285 clients.	2 Additional clinicians are being				7
Interview on 4/30/24 with Counselor #I revealed" "I have about 90 patients that I see monthly." -The facility was short staffedIndividual sessions were cut short due to time constraintsShe and the other counselors had a caseload over 50 for three months"I may not get to have a full 30 minute session with each client due to the high caseload and trying to do intakes." Interview on 4/30/24 with Counselor #I revealed: -Had 95 clients on her caseload"We are short staffed, I do intakes, groups, and see clients individually." Interview on 4/30/24 with Counselor #I revealed: -"We have more patients (clients) than usual on our caseload because it's been hard to get another counselor hierd." -Had caseload of 80 clients. Interview on 5/3/24 with the Program Director, Cutal months of the program Director revealed: -She was aware that the counselors had a very high caseloadShe was aware caseloads were to be no more than 50 clients per counselor"We are short staffed. We have been interviewing for another counselor." -"I reach out to HR (human resources) - "We are short staffed. We have been interviewing for another counselor." -"I reach out to HR (human resources) - to bring in temporary staff or contracted when they (counselors) need it, that's all I can do." Director, Director, Director, S/29/24 in process Program Director Regional Director Reg		-There were 3 counselors.	The state of the s				
# 1 revealed" "In have about 90 patients that I see monthly." -The facility was short staffedIndividual sessions were cut short due to time constraintsShe and the other counselors had a caseload over 50 for three months. "I'may not get to have a full 30 minute session with each client due to the high caseload and trying to do intakes." Interview on 4/30/24 with Counselor #12 revealed: -Had 95 clients on her caseload"We are short staffed, I do intakes, groups, and see clients individually." Interview on 4/30/24 with Counselor #13 revealed: -"We have more patients (clients) than usual on our caseload because it's been hard to get another counselor hied." -Had caseload of 80 clients. Interview on 5/3/24 with the Program Director, ()	-	Interview on 4/30/24 with Counselor	50/1 ratio will be met				-
		#1 revealed" -"I have about 90 patients that I see monthly." -The facility was short staffedIndividual sessions were cut short due to time constraints. -She and the other counselors had a caseload over 50 for three months. -"I may not get to have a full 30 minute session with each client due to the high caseload and trying to do intakes." Interview on 4/30/24 with Counselor #2 revealed: -Had 95 clients on her caseload. -"We are short staffed, I do intakes, groups, and see clients individually." Interview on 4/30/24 with Counselor #3 revealed: -"We have more patients (clients) than usual on our caseload because it's been hard to get another counselor hired." -Had caseload of 80 clients. Interview on 5/3/24 with the Program Director revealed: -She was aware that the counselors had a very high caseload. -She was aware caseloads were to be no more than 50 clients per counselor. -"We are short staffed. We have been interviewing for another counselor." -"I reach out to HR (human resources) to bring in temporary staff or contracted when they (counselors)	The Program Director, C will monitor counselor caseloads weekly to ensure that counselor caseloads do not exceed 50 patients per counselor. The Program Director will immediately re-assign case loads to correctly reflect the State guidelines of 50:1 as New Hires complete onboarding. The PD will immediately begin recruiting efforts as soon as any counselor submits a resignation. Hiring is in progress. This will be monitored moving	1	dir.	The state of the	

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					The state of the s	OM/ Sam	manager in a conjunction of the	-
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-								
1								
				D				
				Program Director				
L				Regional Director				

Business Owner Name:

Date: 6/3/2024

Business Owner Signature:

BA, CADC-R