

Division of Health Service Regulation

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| STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION | (X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:<br><br><b>MHL020-006</b> | (X2) MULTIPLE CONSTRUCTION<br>A. BUILDING: _____<br><br>B. WING _____ | (X3) DATE SURVEY COMPLETED<br><br>R<br><b>07/10/2024</b> |
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| NAME OF PROVIDER OR SUPPLIER<br><br><b>PLEASANT HILL GROUP HOME</b> | STREET ADDRESS, CITY, STATE, ZIP CODE<br><b>82 BOYD STREET<br/>ANDREWS, NC 28901</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 | INITIAL COMMENTS<br><br>An annual and follow up survey was completed on 7/10/24. Deficiencies were cited.<br><br>This facility is licensed for the following service category: 10A NCAC 27G .5600C Supervised Living for Adults with Developmental Disabilities.<br><br>This facility is licensed for 6 and currently has a census of 5. The survey sample consisted of an audit of 3 current clients.  | V 000 | <p><i>v116</i></p> <p><i>we have updated our policy to eliminate take home pill packs. we now send bottles of meds home along with a home copy of the correct MAR for the guardians to dispace from. we will follow this policy going forward. The GH manager will follow this policy for anyone going home, and the QP will monitor monthly to ensure compliance.</i></p> | <p><i>7-30-24</i></p> |
| V 116 | 27G .0209 (A) Medication Requirements<br><br>10A NCAC 27G .0209 MEDICATION REQUIREMENTS<br>(a) Medication dispensing:<br>(1) Medications shall be dispensed only on the written order of a physician or other practitioner licensed to prescribe.<br>(2) Dispensing shall be restricted to registered pharmacists, physicians, or other health care practitioners authorized by law and registered with the North Carolina Board of Pharmacy. If a permit to operate a pharmacy is Not required, a nurse or other designated person may assist a physician or other health care practitioner with dispensing so long as the final label, Container, and its contents are physically checked and approved by the authorized person prior to dispensing.<br>(3) Methadone For take-home purposes may be supplied to a client of a methadone treatment service in a properly labeled container by a registered nurse employed by the service, pursuant to the requirements of 10 NCAC 26E .0306 SUPPLYING OF METHADONE IN TREATMENT PROGRAMS BY RN. Supplying of methadone is not considered dispensing.<br>(4) Other than for emergency use, facilities shall | V 116 |  |                       |

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AUG 05 2024

DHSR-MH Licensure Sect

Division of Health Service Regulation  
LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

*Josh Cramer*

TITLE

*Executive Director*

(X6) DATE

*7-30-24*

Division of Health Service Regulation

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| V 116   | <p>Continued From page 1</p> <p>not possess a stock of prescription legend drugs for the purpose of dispensing without hiring a pharmacist and obtaining a permit from the NC Board of Pharmacy. Physicians may keep a small locked supply of prescription drug samples. Samples shall be dispensed, packaged, and labeled in accordance with state law and this Rule.</p> <p>This Rule is not met as evidenced by:<br/>Based on record reviews, interviews and observation, the facility failed to ensure dispensing of medications was restricted to pharmacists, physicians or other health care practitioners authorized by law and registered with the North Carolina Board of Pharmacy affecting 2 of 3 audited current clients (#2, #3). The findings are:</p> <p>Record review on 7/10/24 for Client #2 revealed:<br/>-Date of Admission: 4/20/20<br/>-Diagnoses: Moderate intellectual developmental disability (IDD), Autism spectrum disorder, Generalized anxiety disorder, Impulse control disorder, Barrett's disease.</p> <p>Review on 7/9/24 of 5/1/24-7/9/24 MARs (medication administration record) revealed:<br/>-Cetirizine 10mg (milligrams) (allergies) 1 tablet daily, was documented with code "A" on 7/3-7/6/24.<br/>-Pantoprazole 20mg (reflux) 1 tablet in the morning, was documented with code "A" on 7/4-7/7/24.<br/>-Vitamin D3 1000iu (international units)</p> | V 116  |   |                    |

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| V 116   | <p>Continued From page 2</p> <p>(deficiency) 1 tablet daily, was documented with code "A" on 7/4-7/7/24.</p> <p>-Atorvastatin 20mg (cholesterol) 1 tablet daily at night, was documented with code "A" on 7/3-7/6/24.</p> <p>-Quetiapine 100mg (mood) 1 tablet twice daily, was documented with code "A" on 7/4-7/7/24 am doses and 7/3-7/6/24 pm doses.</p> <p>-Clonidine 0.1mg (sedation) 1 tablet twice daily, was documented with code "A" on 7/4-7/7/24 am doses and 7/3-7/6/24 pm doses.</p> <p>-Sucralfate 1gr (gram) (antacid) 1 tablet daily, was documented with code "A" 7/4-7/7/24.</p> <p>-Fluoxetine 20mg (depression) 1 tablet daily, was documented with code "A" 7/4-7/7/24.</p> <p>Record review on 7/10/24 for Client #3 revealed:<br/>-Date of Admission: 4/10/90<br/>-Diagnoses: Mild IDD, Hypertension, Mild asthma, Abnormalities of gait and mobility, Hyperlipidemia, History of falling.</p> <p>Review on 7/10/24 of 5/1/24-7/9/24 MARs revealed:<br/>-Triamterene HCTZ 37.5-25mg (high blood pressure) 1 tablet daily every am, was documented with code "A" on 5/9/24, 6/8/24, 6/9/24, 7/4-7/6/24.</p> <p>-Simvastatin 20mg (cholesterol) 1 tablet daily every evening, was documented with code "A" on 5/8/24, 6/7/24, 6/8/24, 7/3-7/5/24.</p> <p>-Montelukast 10mg (asthma) 1 tablet daily every evening, was documented with code "A" on 5/8/24, 6/7/24, 6/8/24, 7/3-7/5/24.</p> <p>-Losartan Potassium 25mg (high blood pressure) 1 tablet daily every am, was documented with code "A" on 5/9/24, 6/8/24, 6/9/24, 7/4-7/6/24.</p> <p>-Fluticasone 50mcg (micrograms) (allergies) 1 spray each nostril every morning, was</p> | V 116  |   |                    |

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| V 116   | <p>Continued From page 3</p> <p>documented with code "A" on 5/9/24, 6/8/24, 6/9/24, 7/4-7/6/24.</p> <p>-Calcium 500mg (supplement) 1 tablet daily, was documented with code "A" on 5/9/24, 6/8/24, 6/9/24, 7/4-7/6/24.</p> <p>-Systane eye drops (dry eye) 1 drop in affected eye 3 times daily, was documented with code "A" on 5/9/24, 6/8/24, 6/9/24, 7/4-7/6/24 am doses; on 5/8/24, 6/7/24, 6/8/24, 7/3-7/5/24 4pm doses and on 5/8/24, 6/7/24, 6/8/24, 7/3-7/5/24 pm doses.</p> <p>-CoQ10 100mg (supplement) 1 capsule daily with meal, was documented with code "A" on 5/9/24, 6/8/24, 6/9/24, 7/4-7/6/24.</p> <p>-Aspirin EC 81mg (blood clots) 1 tablet daily, was documented with code "A" on 5/9/24, 6/8/24, 6/9/24, 7/4-7/6/24.</p> <p>-Pantoprazole 40mg (reflux) 1 tablet daily, was documented with code "A" on 5/9/24, 6/8/24, 6/9/24, 7/4-7/6/24.</p> <p>-Centrum Silver (supplement) 1 tablet daily, was documented with code "A" on 5/8/24, 6/7/24, 6/8/24, 7/3-7/5/24.</p> <p>-Cetirizine 10mg (allergies) 1 tablet daily, was documented with code "A" on 5/9/24, 6/8/24, 6/9/24, 7/4-7/6/24.</p> <p>-Vitamin C 500mg (supplement) 1 tablet daily, was documented with code "A" on 5/9/24, 6/8/24, 6/9/24, 7/4-7/6/24.</p> <p>Observation on 7/10/24 at approximately 11:30am revealed plastic medication pack approximately 5" x 10" with 4 rows labelled morning, noon, evening and bedtime and individual sections labelled days of the week.</p> <p>Interview on 7/9/24 with Client #2 revealed:<br/>-"I went home for the forth of July."</p> <p>Interview on 7/9/24 with Client #3 revealed:</p> | V 116  |   |                    |

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| V 116   | Continued From page 4<br><br>-"I went to see my sister (in local city) for the forth and stayed the weekend."<br><br>Interview on 7/10/24 with Staff #3 revealed:<br>-Was the house manager and had been there since November 2023.<br>-Code "A" on the MARs meant the client was absent from the facility.<br>-The executive director/qualified professional (ED/QP) showed him how to pack medications for home visits.<br>-Each client had a plastic medication pack that was used for home visits.<br>-He signed the MARs with an "A" when he pre-packed the medications. He did not send a copy of MAR home with the medications.<br><br>Interview on 7/10/24 with the ED/QP revealed:<br>-All staff went through competency trainings for medications and policies annually.<br>-A nurse did not review packing medications for home visits.<br>-"I taught [Staff #3] how to pack meds for home visits. Only me or [Staff #3] would pack those meds."<br>-Had always sent medications home with clients this way. Would work out something with the pharmacy to meet this requirement. | V 116  |   |   |
| V 118   | 27G .0209 (C) Medication Requirements<br><br>10A NCAC 27G .0209 MEDICATION REQUIREMENTS<br>(c) Medication administration:<br>(1) Prescription or non-prescription drugs shall only be administered to a client on the written order of a person authorized by law to prescribe drugs.<br>(2) Medications shall be self-administered by   | V 118  |   |   |



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| V 118 | <p>Continued From page 5</p> <p>clients only when authorized in writing by the client's physician.</p> <p>(3) Medications, including injections, shall be administered only by licensed persons, or by unlicensed persons trained by a registered nurse, pharmacist or other legally qualified person and privileged to prepare and administer medications.</p> <p>(4) A Medication Administration Record (MAR) of all drugs administered to each client must be kept current. Medications administered shall be recorded immediately after administration. The MAR is to include the following:<br/>(A) client's name;<br/>(B) name, strength, and quantity of the drug;<br/>(C) instructions for administering the drug;<br/>(D) date and time the drug is administered; and<br/>(E) name or initials of person administering the drug.</p> <p>(5) Client requests for medication changes or checks shall be recorded and kept with the MAR file followed up by appointment or consultation with a physician.</p> <p>This Rule is not met as evidenced by:<br/>Based on record reviews and interviews, the facility failed to ensure medications were administered on the written order of a physician affecting 2 of 2 audited clients (#1, #3).</p> <p>Record review on 7/10/24 for Client #1 revealed:<br/>-Date of Admission: 6/1/12<br/>-Diagnoses: Mild intellectual developmental disability (IDD), Tremors, Mood disorder.<br/>-There was no physician's order for the following</p> | V 118 | <p>V118</p> <p>QP discussed with the GH manager the need to have a prescription on file for all meds, including over the counter meds. The QP followed the state reviewer's suggestion and made a PRN over the counter list of meds, and had the prescriber sign and date it. The GH manager will keep it updated monthly, with the QP ensuring that it's done and correct.</p> | 7-30-24 |
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| V 118              | <p>Continued From page 6</p> <p>medication:<br/>-Pain Relief 500mg (milligram) (pain) 1 tablet every 6 hours PRN (as needed).</p> <p>Review on 7/10/24 of 5/1/24-7/9/24 MARs revealed:<br/>-Pain Relief was documented as administered 6/2/24.</p> <p>Record review on 7/10/24 for Client #3 revealed:<br/>-Date of Admission: 4/10/90<br/>-Diagnoses: Mild IDD, Hypertension, Mild asthma, Abnormalities of gait and mobility, Hyperlipidemia, History of falling.<br/>-There were no physician's orders for the following medications:<br/>-Calcium 600mg (supplement) 1 tablet daily.<br/>-Systane eye drops (dry eye) 1 drop in affected eye 3 times daily.<br/>-CoQ10 100mg (supplement) 1 capsule daily with meal.<br/>-Centrum Silver (supplement) 1 tablet daily.<br/>-Vitamin C 500mg (supplement) 1 tablet daily.</p> <p>Review on 7/10/24 of 5/1/24-7/9/24 MARs revealed:<br/>-Calcium 600mg was documented as administered 5/1-5/31/24.<br/>-Systane eye drops was documented as administered 3 times daily 5/1/24-7/8/24.<br/>-CoQ10 was documented as administered daily 5/1/24-7/8/24.<br/>-Centrum Silver was documented as administered daily 5/1/24-7/8/24.<br/>-Vitamin C was documented as administered daily 5/1/24-7/8/24.</p> <p>Interview on 7/9/24 with Client #1 revealed:<br/>-She was prescribed Seroquel, Fibercon and a birth control pill.</p> | V 118         |   |                    |

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| V 118              | <p>Continued From page 7</p> <p>"I always get them."</p> <p>Interview on 7/9/24 with Client #3 revealed:<br/>-Wasn't sure what medications he was administered. He knew he took "Centrum Silver."</p> <p>Interview on 7/10/24 with Staff #3 revealed:<br/>-He was the house manager and was responsible for managing the medications.<br/>-Client #3 was administered Calcium 600mg due to being unable to locate 500mg tablets.<br/>-Was not aware they needed orders for supplements or OTC (over the counter) medications.</p> <p>This deficiency constitutes a recite deficiency and must be corrected within 30 days.</p>   | V 118         |   |                    |
| V 119              | <p>27G .0209 (D) Medication Requirements</p> <p>10A NCAC 27G .0209 MEDICATION REQUIREMENTS<br/>(d) Medication disposal:<br/>(1) All prescription and non-prescription medication shall be disposed of in a manner that guards against diversion or accidental ingestion.<br/>(2) Non-controlled substances shall be disposed of by incineration, flushing into septic or sewer system, or by transfer to a local pharmacy for destruction. A record of the medication disposal shall be maintained by the program. Documentation shall specify the client's name, medication name, strength, quantity, disposal date and method, the signature of the person disposing of medication, and the person witnessing destruction.<br/>(3) Controlled substances shall be disposed of in accordance with the North Carolina Controlled Substances Act, G.S. 90, Article 5, including any</p> | V 119         |   |                    |



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| V 119   | Continued From page 8<br><br>subsequent amendments.<br>(4) Upon discharge of a patient or resident, the remainder of his or her drug supply shall be disposed of promptly unless it is reasonably expected that the patient or resident shall return to the facility and in such case, the remaining drug supply shall not be held for more than 30 calendar days after the date of discharge.<br><br>This Rule is not met as evidenced by:<br>Based on record reviews, interviews and observation the facility failed to dispose of medications in a manner that guarded against diversion or accidental ingestion affecting 1 of 3 audited clients (#3). The findings are:<br><br>Observation on 7/9/24 at approximately 3pm of client medications revealed for Client #3 Centrum Silver in pharmacy bottle with pharmacy label dispensed 5/31/23, expiring on 5/31/24; 2 unopened boxes of Debrox ear drops 6.5%, 1 with pharmacy label dispensed 12/1/22, and 1 without a label with manufacturer's expiration of 5/3/24; 2 generic ear drops 6.5%, 1 with pharmacy label dispensed 1/6/22, 1 without a label with manufacturer's expiration of 4/2024.<br><br>Interview on 7/10/24 with Staff #3 revealed:<br>-"[Client #3] never used the ear drops. I should have gotten rid of those."<br>-Would pay closer attention to OTC expiration dates.<br><br>This deficiency constitutes a recite deficiency and must be corrected within 30 days. | V 119  | <b>V119</b><br><br><i>GH manager and QP reviewed the medications of all residents and removed any meds that were out of date. GH manager will review all meds monthly to ensure they are not out of date, with the QP following up with him monthly to ensure completion and accuracy. we have developed a monthly checklist to assist with this.</i> | <b>7-30-24</b>  |

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| V 133              | <p>G.S. 122C-80 Criminal History Record Check</p> <p>G.S. §122C-80 CRIMINAL HISTORY RECORD CHECK REQUIRED FOR CERTAIN APPLICANTS FOR EMPLOYMENT.</p> <p>(a) Definition. - As used in this section, the term "provider" applies to an area authority/county program and any provider of mental health, developmental disability, and substance abuse services that is licensable under Article 2 of this Chapter.</p> <p>(b) Requirement. - An offer of employment by a provider licensed under this Chapter to an applicant to fill a position that does not require the applicant to have an occupational license is conditioned on consent to a State and national criminal history record check of the applicant. If the applicant has been a resident of this State for less than five years, then the offer of employment is conditioned on consent to a State and national criminal history record check of the applicant. The national criminal history record check shall include a check of the applicant's fingerprints. If the applicant has been a resident of this State for five years or more, then the offer is conditioned on consent to a State criminal history record check of the applicant. A provider shall not employ an applicant who refuses to consent to a criminal history record check required by this section. Except as otherwise provided in this subsection, within five business days of making the conditional offer of employment, a provider shall submit a request to the Department of Justice under G.S. 114-19.10 to conduct a criminal history record check required by this section or shall submit a request to a private entity to conduct a State criminal history record check required by this section. Notwithstanding G.S. 114-19.10, the Department of Justice shall return the results of national criminal history</p> | V 133         |   |                    |

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| V 133   | Continued From page 10<br><br>record checks for employment positions not covered by Public Law 105-277 to the Department of Health and Human Services, Criminal Records Check Unit. Within five business days of receipt of the national criminal history of the person, the Department of Health and Human Services, Criminal Records Check Unit, shall notify the provider as to whether the information received may affect the employability of the applicant. In no case shall the results of the national criminal history record check be shared with the provider. Providers shall make available upon request verification that a criminal history check has been completed on any staff covered by this section. A county that has adopted an appropriate local ordinance and has access to the Division of Criminal Information data bank may conduct on behalf of a provider a State criminal history record check required by this section without the provider having to submit a request to the Department of Justice. In such a case, the county shall commence with the State criminal history record check required by this section within five business days of the conditional offer of employment by the provider. All criminal history information received by the provider is confidential and may not be disclosed, except to the applicant as provided in subsection (c) of this section. For purposes of this subsection, the term "private entity" means a business regularly engaged in conducting criminal history record checks utilizing public records obtained from a State agency.<br>(c) Action. - If an applicant's criminal history record check reveals one or more convictions of a relevant offense, the provider shall consider all of the following factors in determining whether to hire the applicant:<br>(1) The level and seriousness of the crime. | V 133  |   |   |

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| V 133   | Continued From page 11<br><br>(2) The date of the crime.<br>(3) The age of the person at the time of the conviction.<br>(4) The circumstances surrounding the commission of the crime, if known.<br>(5) The nexus between the criminal conduct of the person and the job duties of the position to be filled.<br>(6) The prison, jail, probation, parole, rehabilitation, and employment records of the person since the date the crime was committed.<br>(7) The subsequent commission by the person of a relevant offense.<br>The fact of conviction of a relevant offense alone shall not be a bar to employment; however, the listed factors shall be considered by the provider. If the provider disqualifies an applicant after consideration of the relevant factors, then the provider may disclose information contained in the criminal history record check that is relevant to the disqualification, but may not provide a copy of the criminal history record check to the applicant.<br>(d) Limited Immunity. - A provider and an officer or employee of a provider that, in good faith, complies with this section shall be immune from civil liability for:<br>(1) The failure of the provider to employ an individual on the basis of information provided in the criminal history record check of the individual.<br>(2) Failure to check an employee's history of criminal offenses if the employee's criminal history record check is requested and received in compliance with this section.<br>(e) Relevant Offense. - As used in this section, "relevant offense" means a county, state, or federal criminal history of conviction or pending indictment of a crime, whether a misdemeanor or felony, that bears upon an individual's fitness to | V 133  |   |   |

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| V 133              | <p>Continued From page 12</p> <p>have responsibility for the safety and well-being of persons needing mental health, developmental disabilities, or substance abuse services. These crimes include the criminal offenses set forth in any of the following Articles of Chapter 14 of the General Statutes: Article 5, Counterfeiting and Issuing Monetary Substitutes; Article 5A, Endangering Executive and Legislative Officers; Article 6, Homicide; Article 7A, Rape and Other Sex Offenses; Article 8, Assaults; Article 10, Kidnapping and Abduction; Article 13, Malicious Injury or Damage by Use of Explosive or Incendiary Device or Material; Article 14, Burglary and Other Housebreakings; Article 15, Arson and Other Burnings; Article 16, Larceny; Article 17, Robbery; Article 18, Embezzlement; Article 19, False Pretenses and Cheats; Article 19A, Obtaining Property or Services by False or Fraudulent Use of Credit Device or Other Means; Article 19B, Financial Transaction Card Crime Act; Article 20, Frauds; Article 21, Forgery; Article 26, Offenses Against Public Morality and Decency; Article 26A, Adult Establishments; Article 27, Prostitution; Article 28, Perjury; Article 29, Bribery; Article 31, Misconduct in Public Office; Article 35, Offenses Against the Public Peace; Article 36A, Riots and Civil Disorders; Article 39, Protection of Minors; Article 40, Protection of the Family; Article 59, Public Intoxication; and Article 60, Computer-Related Crime. These crimes also include possession or sale of drugs in violation of the North Carolina Controlled Substances Act, Article 5 of Chapter 90 of the General Statutes, and alcohol-related offenses such as sale to underage persons in violation of G.S. 18B-302 or driving while impaired in violation of G.S. 20-138.1 through G.S. 20-138.5.</p> <p>(f) Penalty for Furnishing False Information. - Any</p> | V 133         |   |                    |



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| V 133 | <p>Continued From page 13</p> <p>applicant for employment who willfully furnishes, supplies, or otherwise gives false information on an employment application that is the basis for a criminal history record check under this section shall be guilty of a Class A1 misdemeanor.</p> <p>(g) Conditional Employment. - A provider may employ an applicant conditionally prior to obtaining the results of a criminal history record check regarding the applicant if both of the following requirements are met:</p> <p>(1) The provider shall not employ an applicant prior to obtaining the applicant's consent for criminal history record check as required in subsection (b) of this section or the completed fingerprint cards as required in G.S. 114-19.10.</p> <p>(2) The provider shall submit the request for a criminal history record check not later than five business days after the individual begins conditional employment. (2000-154, s. 4; 2001-155, s. 1; 2004-124, ss. 10.19D(c), (h); 2005-4, ss. 1, 2, 3, 4, 5(a); 2007-444, s. 3.)</p> <p>This Rule is not met as evidenced by:<br/>Based on record review and interview, the facility failed to request fingerprints (to include State Bureau of Investigation (SBI) national criminal background check) for individuals who had lived in North Carolina (NC) for less than five years within five business days of making the conditional offer of employment for 1 of 3 audited staff (Staff #3). The findings are:</p> <p>Record review on 7/10/24 for Staff #3 revealed:<br/>-Date of hire: 11/17/23<br/>-Criminal background check completed 11/2/23</p> | V 133 | <p>V133</p> <p>The QP was unaware of the rule that out of state hires required finger prints. Going forward, any hire that has lived outside of NC will be sent to the Sheriff's office to be fingerprinted, as well as receiving the Intellicorp background check that we use to vet new hires. This will be completed before hire date.</p> | 7-30-24 |
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| V 133              | <p>Continued From page 14</p> <p>but no fingerprints were requested.</p> <p>Interview on 7/10/24 with Staff #3 revealed:<br/>-Was the house manager and had been there since November 2023.<br/>-Lived in neighboring state when he was hired and still resided there.</p> <p>Interview on 7/10/24 with the Executive Director/Qualified Professional revealed:<br/>-Was not aware he needed to also request fingerprints for his out of state employees.</p> | V 133         |   |                    |