

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: mh1041-818	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED 08/13/2024
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NAME OF PROVIDER OR SUPPLIER SUCCESSFUL TRANSITIONS, LLC RESIDENTIAL CAF	STREET ADDRESS, CITY, STATE, ZIP CODE 1458 LONDON DRIVE HIGH POINT, NC 27262
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V 000	<p>INITIAL COMMENTS</p> <p>A complaint and follow up survey was completed on August 13, 2024. The complaint was unsubstantiated (intake #NC00219762). Deficiencies were cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G .1700 Residential Treatment Staff Secure for Children or Adolescents.</p> <p>This facility is licensed for 4 and has a current census of 4. The survey sample consisted of audits of 3 current clients.</p>	V 000		
V 111	<p>27G .0205 (A-B) Assessment/Treatment/Habilitation Plan</p> <p>10A NCAC 27G .0205 ASSESSMENT AND TREATMENT/HABILITATION OR SERVICE PLAN</p> <p>(a) An assessment shall be completed for a client, according to governing body policy, prior to the delivery of services, and shall include, but not be limited to:</p> <ol style="list-style-type: none"> (1) the client's presenting problem; (2) the client's needs and strengths; (3) a provisional or admitting diagnosis with an established diagnosis determined within 30 days of admission, except that a client admitted to a detoxification or other 24-hour medical program shall have an established diagnosis upon admission; (4) a pertinent social, family, and medical history; and (5) evaluations or assessments, such as psychiatric, substance abuse, medical, and vocational, as appropriate to the client's needs. <p>(b) When services are provided prior to the establishment and implementation of the</p>	V 111		

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

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V 111	<p>Continued From page 1</p> <p>treatment/habilitation or service plan, hereafter referred to as the "plan," strategies to address the client's presenting problem shall be documented.</p> <p>This Rule is not met as evidenced by: Based on record reviews and interviews, the facility failed to complete an assessment prior to the delivery of services for 1 of 3 audited clients (#1). The findings are.</p> <p>Review on 8/7/24 of client #1's record revealed: -An admission date of 5/29/24 -Diagnoses of Reactive Attachment Disorder, Oppositional Defiant Disorder, Attention Deficit Hyperactivity Disorder, Fetal Alcohol Syndrome -Age 15 -An "external" admission assessment dated 3/27/24 noted "has had a increase in risk taking behaviors, continues to wander all day, has been found in the crawl spaces of his neighbors, there have been days where his whereabouts were unknown, during this time it was discovered he had broken into the school and was staying in the gym, he was stealing food from gas stations, stolen a government laptop, has a history of making false allegations such as that he has been beaten, not being fed, that he was put out of the house, is not in school at this time, has long-term suspension from school for stealing</p>	V 111		

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V 111	<p>Continued From page 2</p> <p>keys from school, is not allowed to be home alone, so his mom had to take him to work with her and leave him in the car, mom was at risk of losing her home because of his behaviors in the community, poor behavioral control, was putting himself in situations where he can be harmed due to his wandering behaviors, needs to be in a place where he can receive mental health treatment, and where he will be safe while receiving services, needs to work to verbalize and express his emotions while learning positive coping techniques by refraining from leaving the home without permission or without known whereabouts, exploring his trauma in treatment, utilize coping strategies during an increase in anxiety or anger, effectively communicate thoughts and feelings with others, learn to exhibit better self-control in all settings by thinking before making reactive or impulsive decisions, listening and processing what is said by authority before reacting to it, using effective strategies to calm himself when he is agitated to prevent property destruction and respecting authority figures." -A Comprehensive Clinical Assessment Addendum, completed 6/9/24 by the Licensed Professional, noted "Reason for Addendum at this time: Client is being referred to an additional/alternative services, presenting problem up to date of addendum: [Client #1] has displayed maladaptive behaviors in recent months. He has been having incidents of stealing and eloping from home. Family has reported that he has had incidents of hiding out in crawl spaces in the neighbor's home. He is currently on long term suspension from school due to stealing the school's keys. [Client #1] also has a history of making false allegations against his caregivers. [Client #1] appears to admit his past behaviors. He continues to display some manipulative and disruptive behaviors. Meets Eligibility Criteria for</p>	V 111		

Division of Health Service Regulation

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V 111	<p>Continued From page 3</p> <p>Level III Residential Therapy." -No documentation of an initial assessment prior to the delivery of services.</p> <p>Interview on 8/7/24 with the Qualified Professional revealed: -Client #1 was an emergency placement into the facility on 5/29/24 -"He was an emergency placement from DSS (Department of Social Services) until they can find him placement." -"I did not do an initial assessment as he was an emergency placement. I just went with what DSS said about him. In the future, I will complete an assessment prior to him being admitted."</p> <p>Interview on 8/8/24 with the Licensed Professional revealed: -Remembered meeting with client #1 after he was placed at the facility -"I wrote up an assessment, but I don't think it was prior to him receiving services. I don't know why I wrote his assessment on the Addendum form."</p> <p>Interview on 8/13/24 with the Licensee revealed: -"When he (client #1) came to us, he came as an emergency placement with the thought of transitioning to a full-time client. And DSS agreed to pay us until we could get services for him." -Would ensure, in the future, for potential placement of clients that the initial assessment was completed prior to the delivery of services.</p>	V 111		
V 289	<p>27G .5601 Supervised Living - Scope</p> <p>10A NCAC 27G .5601 SCOPE (a) Supervised living is a 24-hour facility which provides residential services to individuals in a</p>	V 289		

Division of Health Service Regulation

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V 289	<p>Continued From page 4</p> <p>home environment where the primary purpose of these services is the care, habilitation or rehabilitation of individuals who have a mental illness, a developmental disability or disabilities, or a substance abuse disorder, and who require supervision when in the residence.</p> <p>(b) A supervised living facility shall be licensed if the facility serves either:</p> <p>(1) one or more minor clients; or</p> <p>(2) two or more adult clients.</p> <p>Minor and adult clients shall not reside in the same facility.</p> <p>(c) Each supervised living facility shall be licensed to serve a specific population as designated below:</p> <p>(1) "A" designation means a facility which serves adults whose primary diagnosis is mental illness but may also have other diagnoses;</p> <p>(2) "B" designation means a facility which serves minors whose primary diagnosis is a developmental disability but may also have other diagnoses;</p> <p>(3) "C" designation means a facility which serves adults whose primary diagnosis is a developmental disability but may also have other diagnoses;</p> <p>(4) "D" designation means a facility which serves minors whose primary diagnosis is substance abuse dependency but may also have other diagnoses;</p> <p>(5) "E" designation means a facility which serves adults whose primary diagnosis is substance abuse dependency but may also have other diagnoses; or</p> <p>(6) "F" designation means a facility in a private residence, which serves no more than three adult clients whose primary diagnoses is mental illness but may also have other disabilities, or three adult clients or three minor</p>	V 289		

Division of Health Service Regulation

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V 289	<p>Continued From page 5</p> <p>clients whose primary diagnoses is developmental disabilities but may also have other disabilities who live with a family and the family provides the service. This facility shall be exempt from the following rules: 10A NCAC 27G .0201 (a)(1),(2),(3),(4),(5)(A)&(B); (6); (7) (A),(B),(E),(F),(G),(H); (8); (11); (13); (15); (16); (18) and (b); 10A NCAC 27G .0202(a),(d),(g)(1) (i); 10A NCAC 27G .0203; 10A NCAC 27G .0205 (a),(b); 10A NCAC 27G .0207 (b),(c); 10A NCAC 27G .0208 (b),(e); 10A NCAC 27G .0209[(c)(1) - non-prescription medications only] (d)(2),(4); (e) (1)(A),(D),(E);(f);(g); and 10A NCAC 27G .0304 (b)(2),(d)(4). This facility shall also be known as alternative family living or assisted family living (AFL).</p> <p>This Rule is not met as evidenced by: Based on observations, record reviews and interviews, the facility failed to operate within the scope of the program and failed to request a waiver for 1 of 4 clients (#3) after turning 18 or after the fiscal year. The findings are:</p> <p>Observation on 8/7/24 at 11:00am of the facility's license revealed: -The facility was licensed as a .1700 facility</p> <p>Attempted review on 8/8/24 of the facility's waiver revealed: -No request for a waiver related to licensure requirements.</p> <p>Review on 8/7/24 of client #3's record revealed: -An admission date of 9/3/21</p>	V 289		

Division of Health Service Regulation

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V 289	<p>Continued From page 6</p> <p>-Diagnoses of Attention Deficit Hyperactivity Disorder, Oppositional Defiant Disorder, Anxiety Disorder, Conduct Disorder and Depressive Disorder -Age 18</p> <p>Review on 8/9/24 of client #3's Priority Enrollment from the Job Corps, dated 7/9/24 and sent to the Qualified Professional (QP) revealed: -"As it stands, we're waiting on medical records for this applicant, but expect that we will be submitting it to the region."</p> <p>Interview on 8/7/24 with client #3 revealed: -Was 18 years old -Would turn 19 years old in September 2024 -"I have aged out of the program. My dad was my guardian before I turned 18. But after I turned 18 her wouldn't have anything to do with me. I will be going into the Job Corp program next month (September 2024) ...I plan to get my GED (General Educational Diploma) and learn skills in carpentry and mechanics ..."</p> <p>Interview with 8/9/24 with the QP revealed: -Was aware client #3 had turned 18 and would be 19 next month -Had worked for months trying to get client #3 into Job Corps -Was aware client #3 could remain at the facility for six months after he turned 18 or until the end of the fiscal year (June 30, 2024). -Was not aware she could have requested a waiver for client #3 to remain in the facility until he left for Job Corps -"[The Licensee] stated he would have [client #3] stay with him (at his personal residence) if [client #3] is not accepted into Job Corps."</p> <p>Interview on 8/13/24 with License revealed:</p>	V 289		

Division of Health Service Regulation

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V 289	Continued From page 7 -"My heart goes out to him (client #3). No one wants to put him out on the street. We have been navigating his plan once he turned 18. We started when he was 17. He was hospitalized for a while and then dad started having contact. He was not successful with the GED classes. Then he stated he wanted to go into the military. Then he switched up and said he wanted to try Job Corp. [The QP] has been working hard with them. We are working with his LME until we find transitional placement. We are waiting for the LME to approve the waiver. He has no skills to speak of."	V 289		
V 297	27G .1705 Residential Tx. Child/Adol - Req. for L P 10A NCAC 27G .1705 REQUIREMENTS OF LICENSED PROFESSIONALS (a) Face to face clinical consultation shall be provided in each facility at least four hours a week by a licensed professional. For purposes of this Rule, licensed professional means an individual who holds a license or provisional license issued by the governing board regulating a human service profession in the State of North Carolina. For substance-related disorders this shall include a licensed Clinical Addiction Specialist or a certified Clinical Supervisor. (b) The consultation specified in Paragraph (a) of this Rule shall include: (1) clinical supervision of the qualified professional specified in Rule .1702 of this Section; (2) individual, group or family therapy services; or (3) involvement in child or adolescent specific treatment plans or overall program issues.	V 297		

Division of Health Service Regulation

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V 297	<p>Continued From page 8</p> <p>This Rule is not met as evidenced by: Based on record reviews and interviews, the facility failed to ensure face to face clinical consultation was provided in the facility at least four hours a week by a Licensed Professional (LP). The findings are:</p> <p>Review on 8/9/24 of the LP's record revealed: -A hire date of 4/29/09 -A job description of LP</p> <p>Review on 8/9/24 the facility's Contract Termination encrypted emails from the Licensee to a Local Management Entity/Managed Care Organization (LME/MCO) revealed: -"7/9/24 To Whom It May Concern: Subject: LP, I would like to start by saying that [LP] has been an integral part of our residential level 3 program for adolescents for many years and has done an outstanding job working with our clients. I understand she has been offered a position with [LME/MCO] and there is a concern about conflict of interest. To avoid a conflict of interest we have ended our contract services with [LME/MCO]. Please see attached provider change form sent to Provider Enrollment. This should allow [LP] to continue providing services for us ..." -"7/9/24 ...From the Licensee to the LME/MCO we spoke last week about me ending my contact with [LME/MCO] due to a conflict of interest with my therapist. I have not received the forms we talked about needed to end the contract. As this is a time sensitive matter, please send me the forms ..." -"7/11/24 ...From the LME/MCO to the Licensee. I am working on the termination of your contract, and I have attached the required documents that</p>	V 297		

Division of Health Service Regulation

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V 297	<p>Continued From page 9</p> <p>are needed from the provider to complete that process ..."</p> <p>-8/8/24 ...From the Licensee to the LME/MCO. I was following up with you to determine if the contract cancellation process has been completed ...my employee [LP] has been trying to get clearance to continue working with us ...can you help me facilitate that clearance as this will be a big help ...we have clients that she has worked with over six months, and we are trying to make sure they have continuity of services ..."</p> <p>Interview on 8/8/24 with the Licensed Professional (LP) revealed: -Had a death in the family recently and there was an issue with her contract. -"[The Licensee] had a contract with one of the [LME/MCO]s and it was considered a conflict of interest. We are currently working on the paperwork to correct that. [The Licensee] has terminated his contract with that particular [LME/MCO]. He does not have any clients from [the LME/MCO]. I have not provided individual therapy to the clients in quite some time. [The QP] is providing group sessions. It has been at least three weeks since I have provided services."</p> <p>Interview on 8/7/24 with the Qualified Professional revealed: -"[The LP] had a death in the family and we are having some contract issues we are trying to clear up. [The LP] is working with [a local LME/MCO]. We don't have a contact with [LME/MCO]. The last time the LP was here was approximately three weeks ago. [The Licensee] has an ad out for an LP. We are hoping [the LP] will be back next week. All the paperwork has been submitted. She is waiting to hear back from her Human Resources Department. The clients have not seen any other therapist since [the LP]</p>	V 297		

Division of Health Service Regulation

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V 297	Continued From page 10 has been out." Interview on 8/13/24 with the Licensee revealed: -"[The LP] a while back thought that should take a position with the LME/MCO. That was a conflict of interest. We have not ever had any clients from LME/MCO. The process is completed to cancel the contact. We are now working with Network Relations and the Legal Team. [The LP] is waiting for the paperwork before she comes back out as she is a stickler for the rules. They (LME/MCO) would not allow an exception. I hope to get a determination within the week. I do have a fall back. If it does not work out with [the LP], I have another agency that farms out therapists to assist."	V 297		
V 736	27G .0303(c) Facility and Grounds Maintenance 10A NCAC 27G .0303 LOCATION AND EXTERIOR REQUIREMENTS (c) Each facility and its grounds shall be maintained in a safe, clean, attractive and orderly manner and shall be kept free from offensive odor. This Rule is not met as evidenced by: Based on observations and interviews, the facility and its grounds were not maintained in a safe and attractive manner. The findings are: Observations on 8/7/24 from 9:03am to 3:42pm of the facility and its grounds revealed: -The flooring (2 feet by 18 inches) in the staff's office, under the Qualified Professional's desk was missing the wood and had deep grooves in it. -Outside client #1's bedroom door was writing on the wall that read "Frosty the Snowman."	V 736		

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V 736	<p>Continued From page 11</p> <ul style="list-style-type: none"> -Client #1's bedroom wall, behind the door, had a hole approximately 3 inches by four inches in diameter -Client #1's bedroom wall to the left of the window, had a 8 inch by 8 inch hole in it. -Client #3's dresser was missing a drawer -One of the kitchen's drawers was missing -The wooden plank step to the recreation room had exposed cardboard <p>Interview on 8/7/24 with client #1 revealed: -"I was mad, and I put holes in the walls."</p> <p>Interviews on 8/7/24 with clients #2, #3 and #4 revealed: -Client #1 got mad and punched several holes in the walls.</p> <p>Interview on 8/7/24 with the Qualified Professional (QP) revealed: -"[Client #1] got into trouble for taking something that did not belong to him. When I spoke with his guardian, he got mad and punched holes in the walls."</p> <p>Further interview on 8/7/24 with the QP revealed: -The Licensee had patched the holes in the walls and was waiting for it to dry before he painted them.</p> <p>Interview on 8/7/24 with the Licensee revealed: -"I am in the process of making them (repairs to the facility)...our next step is to talk to someone about redoing the floors and rebuilding the additional room (where the step down to the den was located). I plan to call Construction and discuss it with them ..."</p> <p>This deficiency constitutes a re-cited deficiency and must be corrected within 30 days.</p>	V 736		

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