

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL0601322	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED C 08/23/2024
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NAME OF PROVIDER OR SUPPLIER TRANSITIONS CHARLOTTE DAY PROGRAM	STREET ADDRESS, CITY, STATE, ZIP CODE 5309-B IDLEWILD ROAD N CHARLOTTE, NC 28227
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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
V 000	<p>INITIAL COMMENTS</p> <p>A complaint survey was completed on 8-23-24. One complaint was unsubstantiated (intake #NC00218892), and one complaint was substantiated (intake #NC00220459). A deficiency was 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 252. The survey sample consisted of audits of 1 current client and 1 former client.</p>	V 000		
V 110	<p>27G .0204 Training/Supervision Paraprofessionals</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"> (1) technical knowledge; (2) cultural awareness; (3) analytical skills; (4) decision-making; (5) interpersonal skills; 	V 110		

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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 reviews and interviews, one of one Paraprofessionals (staff #1) failed to demonstrate knowledge, skills and abilities for the population served. The findings are:</p> <p>Review on 8-22-24 of staff #1's personnel record revealed: -Date of hire: 5-14-24. -Job title: Direct Support Professional (DSP). -date of termination: 6-21-24. -Client specific training dated 5-18-24.</p> <p>Attempted interview on 8-20-24 with client #2 was unsuccessful. The Division of Health Service Regulations surveyor left a message and client #2 responded via the following text: "Can you call my Aunt [phone number] that's her number. Her name is [aunts name]....Okay thanks I'd prefer her (aunt) talk to you. I also get really nervous."</p> <p>Attempted phone calls to client #2's legal guardian (Aunt) on 8-20-24 and 8-22-24 went unanswered and voicemails were not returned by survey exit date.</p> <p>Review on 8-23-24 of the facility's internal</p>	V 110		

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V 110	<p>Continued From page 2</p> <p>investigation dated 6-13-24 revealed: -Client received community networking hours (5 to 6 hours daily) which were to be completed in the community with the supervision of staff #1.. -Instead of completing community networking activities, staff #1 took client #2 to the apartment of staff #1's friend where she remained from approximately 10:52am to 3:23pm. -A copy of a screen shot from client #2's cell phone dated 6-12-24 documented client #2's location as [local apartment building] from 10:52am to 3:23pm on 6-12-24. -A copy of an undated photo of two people lying in a bed together. -A copy of an undated photo of a living room that client stated she was left unattended from 10:52am to 3:23 on 6-12-24.</p> <p>Interview on 8-22-24 with staff #1 revealed: -Worked for the facility "2 to 3 weeks (5-14-24) as a DSP." -"Yes, I was trained in client specifics (for client #2)." -"Yes, They (Qualified Professional/QP) told me I couldn't take her (client #2) to my personal home." -"That (apartment staff #1 took client #2 to) was not my apartment, I never took her to my apartment. That was a friend, a girl I went to school with, that was her apartment." -"We (client #2 and staff #1) were at the park and she (client #2) had to use the bathroom. My friends apartment was right across the street from the park so I took her over there to use the bathroom." -"We were only there about 15 minutes, 10 to 15 minutes. I didn't think it was a problem (to take client #2 to the apartment to use the bathroom)." -"I never left her (client #2) unsupervised. No, she was never outside with anyone else. I was</p>	V 110		

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V 110	<p>Continued From page 3</p> <p>with her the whole time. We we not there long." -"That was my friend and her boyfriend in the bed."</p> <p>Interview on 8-22-24 with the QP revealed: -"I don't know what else we (QP) could have done or said for this to come out differently. We tell them (staff) over and over and over, 'do not get comfortable with [Client #2] and let her manipulate you into doing something you are not suppose to do' and that's what happened here. She (staff #1) got too comfortable."</p> <p>Interview on 8-13-24 with the Regional Program Manager revealed: -"Staff receive extensive training in client specifics. Particularly with this client (client #2) because of the many different the issues we have had with this client. They (staff) receive extra training over and above what we would normally do with staff because of past history. [Client #2] has had something like 26 different workers since we started working with [Client #2]." -"We (The QP, the program directors and Regional Programs Manager) have worked with her legal guardian and now the guardian has a part in the selection (of the DSP that work with client #2)."</p>	V 110		