STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	MHL034-381	A. BUILDING: _____ B. WING _____	C 01/16/2025

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
NOA HUMAN SERVICES, INC	4328 STOKESDALE AVENUE WINSTON SALEM, NC 27101

(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	INITIAL COMMENTS A complaint was completed on 1/16/25. The complaint was substantiated (intake #NC224912). Deficiencies were cited. This facility is licensed for the following service category: 10A NCAC 27G .5600A Supervised Living for Adults with Mental Illness. This facility is licensed for 4 and has a current census of 4. The survey sample consisted of audits of 3 current clients	V 000		
V 111	27G .0205 (A-B) Assessment/Treatment/Habilitation Plan 10A NCAC 27G .0205 ASSESSMENT AND TREATMENT/HABILITATION OR SERVICE PLAN (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: (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. (b) When services are provided prior to the establishment and implementation of the treatment/habilitation or service plan, hereafter referred to as the "plan," strategies to address the	V 111		

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V 111	Continued From page 1 client's presenting problem shall be documented. This Rule is not met as evidenced by: Based on records review and interviews, the facility failed to ensure an assessment was completed prior to the delivery of services affecting 2 of 3 audited clients (#1 and #4). The findings are: Review on 1/16/25 of client #1's record revealed: - Admission date: 4/13/17 - Diagnoses: Schizophrenia; Schizoaffective Disorder Bipolar Type; and Anti-Social Personality Disorder - There was no admission assessment in his record. Review on 1/16/25 of client #4's record revealed: - Admission date: 11/17/23 - Diagnoses: Schizoaffective Disorder, Bipolar Type - There was no admission assessment in his record. Interviews on 1/14/25 and 1/16/25 with the House Manager revealed: - The Qualified Professional (QP) was out of the country and he was filling in for the QP. - He was not the staff who usually kept up with	V 111		

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V 111	Continued From page 2 the admission assessments. Attempted interview on 1/24/25 with the Qualified Professional (QP): - Unable to interview QP as he was currently out of the country. Attempted interview on 1/16/25 with the Licensee: - Left a voicemail message and she did not return the call.	V 111		
V 738	27G .0303(d) Pest Control 10A NCAC 27G .0303 LOCATION AND EXTERIOR REQUIREMENTS (d) Buildings shall be kept free from insects and rodents. This Rule is not met as evidenced by: Based on record review and interviews, the facility was not kept free from insects. The findings are: Review on 1/16/25 of client #1's record revealed: - Admission date: 4/13/17 - Diagnoses: Schizophrenia; Schizoaffective Disorder Bipolar Type; and Anti-Social Personality Disorder Review on 1/16/25 of client #2's record revealed: - Admission date: 12/9/24 - Schizophrenia and Bipolar Review on 1/16/25 of client #4's record revealed: - Admission date: 11/17/23	V 738		

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V 738	Continued From page 3 - Diagnoses: Schizoaffective Disorder, Bipolar Type - There was no admission assessment in his file. Interview on 1/14/25 with client #1 revealed: - In the past couple of months, he had seen bed bugs on the walls in his bedroom. Interview on 1/14/25 with client #2 revealed: - Had recently seen bed bugs in his bedroom. - Does not know how long the bed bugs have been in the facility. - "All you have to do is heat it (the facility) up as high as it will go and that will kill them (bed bugs)." Interview on 1/15/25 with client #4 revealed: - "I don't know about the bed bugs." Interview on 1/14/25 with staff #1 revealed: - Her only job was to clean the facility. - She had heard there were bed bugs in the facility but was unable to provide any more details. Interview on 1/15/25 with staff #4 revealed: - Denied that there were any bed bugs in the facility. Interview on 1/15/25 with staff #5 revealed: - Denied that there were any bed bugs in the facility. Attempted interview on 1/24/25 with the Qualified Professional (QP): - Unable to interview QP as he was currently out of the country. Attempted interview on 1/16/25 with the Licensee: - Left a voicemail message and she did not return	V 738		

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V 738	Continued From page 4 the call. Interviews on 1/14/25 and 1/16/25 with the House Manager revealed: - He was filling in for the QP while he was out of the country. - In April 2024 the facility had bed bugs and the local exterminator treated the bed bugs with a chemical. - First reported after the April 2024 treatment by the local exterminator he did not see any bed bugs "...until now." - Then he reported after the April 2024 bed bug treatment by the local exterminator, "there were still some bed bugs seen after the treatment but the exterminator said that was to be expected." - He had learned from the Supervisor in Charge this past Friday (1/10/25) that they had bed bugs in the facility. The Supervisor in Charge learned this from staff #1. - One 1/14/25, he planned to call the exterminator who previously treated the facility for bed bugs to let the exterminator know about the current bed bug infestation Interview on 1/15/25 with the Supervisor in Charge revealed: - She did not work in the facility and only did assessments with the clients in the facility. - The House Manager told her yesterday the facility had bed bugs. - She was in the facility last week and had not seen any bed bugs. Interview on 1/15/25 with the Local Exterminator's Office Employee revealed: - Her company had treated the facility for bed bugs on the following dates: 4/4/23, 10/17/23 and 4/18/24. - On 5/9/24 they did a follow up phone call with	V 738		

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V 738	Continued From page 5 the House Manager and learned there was "no activity" reported after the 4/18/24 treatment. Her company did not send an exterminator back to check for bed bugs after the 4/18/24 treatment. - Her company had not heard from any staff at the facility in the past week.	V 738		