

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>MHL011-387</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING: _____	(X3) DATE SURVEY COMPLETED  <b>R</b> <b>02/28/2025</b>
NAME OF PROVIDER OR SUPPLIER  <b>CREST VIEW RECOVERY CENTER</b>		STREET ADDRESS, CITY, STATE, ZIP CODE <b>90 ASHELAND AVENUE, SUITES B &amp; D</b> <b>ASHEVILLE, NC 28801</b>		
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V 000	<p><b>INITIAL COMMENTS</b></p> <p>An annual, complaint, and follow up survey was completed on February 28, 2025. The complaint was unsubstantiated (Intake #NC00226252). Deficiencies were cited.</p> <p>The facility is licensed for the following service categories: 10A NCAC 27G .3700 Day Treatment Facilities for Individuals with Substance Abuse Disorders, 10A NCAC 27G .4400 Substance Abuse Intensive Outpatient Program (SAIOP), and 10A NCAC 27G .4500 Substance Abuse Comprehensive Outpatient Treatment (SACOT).</p> <p>This facility has a current census of 22. The .3700 Day Treatment Facilities for Individuals with Substance Abuse Disorders has a current census of 9, the .4400 Substance Abuse Intensive Outpatient Program (SAIOP) has a current census of 1 and the .4500 Substance Abuse Comprehensive Outpatient Treatment Program (SACOT) has a current census of 12. The survey sample consisted of audits of 1 current and 1 former Day Treatment client, 1 current SAIOP client and 1 current SACOT client.</p>	V 000		
V 131	<p>G.S. 131E-256 (D2) HCPR - Prior Employment Verification</p> <p>G.S. §131E-256 HEALTH CARE PERSONNEL REGISTRY (d2) Before hiring health care personnel into a health care facility or service, every employer at a health care facility shall access the Health Care Personnel Registry and shall note each incident of access in the appropriate business files.</p>	V 131		

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

TITLE

(X6) DATE

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V 131	<p>Continued From page 1</p> <p>This Rule is not met as evidenced by: Based on record reviews and interviews, the facility failed to ensure the North Carolina Health Care Personnel Registry (HCPR) was accessed prior to hire for 4 of 4 audited staff (Staff #s 1-3 and the Clinical Director). The findings are:</p> <p>Review on 2-26-25 of Staff #1's personnel record revealed: -Job Title: Clinician. -Date of Hire: 12-20-24. -Date of HCPR check: 2-26-25.</p> <p>Review on 2-26-25 of Staff #2's personnel record revealed: -Job Title: Behavioral Health Technician Lead -Date of Hire: 4-17-23. -Date of HCPR check: 5-15-24.</p> <p>Review on 2-26-25 of Staff #3's personnel record revealed: -Job Title: Client Liaison -Date of Hire: 5-31-22. -Date of HCPR check: 3-7-23.</p> <p>Review on 2-26-25 of the Clinical Director's personnel record revealed: -Job Title: Clinical Director. -Date of Hire: 1-22-24. -Date of HCPR check: 1-23-24.</p> <p>Interview on 2-26-25 with the Executive Administrator revealed: -Employed with the Licensee since June 2022. -Was responsible for completing HCPR checks.</p> <p>Interview on 2-28-25 with the Vice President of</p>	V 131			

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V 131	Continued From page 2  Operations revealed: -The Executive Assistant was responsible for pre-hire checks.  This deficiency constitutes a re-cited deficiency and must be corrected within 30 days.	V 131		
V 133	G.S. 122C-80 Criminal History Record Check  G.S. §122C-80 CRIMINAL HISTORY RECORD CHECK REQUIRED FOR CERTAIN APPLICANTS FOR EMPLOYMENT. (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. (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	V 133		

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V 133	Continued From page 3  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 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	V 133		

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V 133	<p>Continued From page 4</p> <p>criminal history record checks utilizing public records obtained from a State agency.</p> <p>(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:</p> <p>(1) The level and seriousness of the crime.</p> <p>(2) The date of the crime.</p> <p>(3) The age of the person at the time of the conviction.</p> <p>(4) The circumstances surrounding the commission of the crime, if known.</p> <p>(5) The nexus between the criminal conduct of the person and the job duties of the position to be filled.</p> <p>(6) The prison, jail, probation, parole, rehabilitation, and employment records of the person since the date the crime was committed.</p> <p>(7) The subsequent commission by the person of a relevant offense.</p> <p>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.</p> <p>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.</p> <p>(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:</p> <p>(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.</p> <p>(2) Failure to check an employee's history of</p>	V 133		

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V 133	Continued From page 5  criminal offenses if the employee's criminal history record check is requested and received in compliance with this section. (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 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	V 133		

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V 133	<p>Continued From page 6</p> <p>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 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: Based on record review and interviews, the facility failed to request a criminal history record check within five business days of making the conditional offer of employment for 1 of 4 audited</p>	V 133		

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V 133	Continued From page 7  staff (Staff #3). The findings are:  Review on 2-26-25 of Staff #3's personnel record revealed: -Job Title: Client Liaison -Date of Hire: 5-31-22. -Date of background check: 6-20-22.  Interview on 2-26-25 with the Executive Administrator revealed: -Employed with the Licensee since June 2022. -Was responsible for completing background checks. -Could not comment on Staff #3 as that staff was hired prior to her starting. -Now use a different system to run background checks than previously.  Interview on 2-28-25 with the Vice President of Operations revealed: -The Executive Assistant was responsible for pre-hire checks.	V 133		
V 239	27G .3701 Day Tx. Sub. Abuse - Scope  10A NCAC 27G .3701 SCOPE (a) Day treatment facilities provide services in a group setting for individuals who need more structured treatment for substance abuse than that provided by outpatient treatment, and may serve as an alternative to a 24-hour treatment program. (b) Day treatment services shall have structured programs, which may include individual, group, and family counseling, recreational therapy, peer groups, substance abuse education, life skills education, and continuing care planning.	V 239		



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V 239	<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 operate within the scope of day treatment services. The findings are:</p> <p>Review on 2-27-25 of Client #1's record revealed: -Date of Admission: 1-26-25. -Enrolled in Day Treatment Facilities for Individuals with Substance Abuse Disorders.</p> <p>Review on 2-27-25 of Former Client (FC) #4's record revealed: -Date of Admission: 12-23-25. -Date of Discharge: 1-9-25. -Enrolled in Day Treatment Facilities for Individuals with Substance Abuse Disorders.</p> <p>Review on 2-26-25 and 2-27-25 of the Payment/Financial Agreement revealed: -"...For clients that elect the housing component, clients are monitored twenty four (24) hours per day, seven (7) days per week."</p> <p>Review on 2-26-25 and 2-27-25 of the Licensee website revealed: -"Patients live on-site throughout their treatment...24/7 monitoring ensures a safe, drug-free space for healing. The length of inpatient rehabilitation typically ranges from 30-60 days..."</p> <p>Review on 2-27-25 of the Facility's "Program Description" revealed: -The Program Description listed "Sober Living/Housing" as one element of the Program.</p>	V 239		

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V 239	<p>Continued From page 9</p> <p>Review on 2-28-25 of the Facility's "Phases" revealed:</p> <ul style="list-style-type: none"> <li>-Three phases: 1. Orientation, 2. Specialty Track, and 3. Aftercare.</li> <li>-All phases stated "Maintain positive participation and compliance with program policies and rules."</li> </ul> <p>Interview on 2-26-25 with FC #4 revealed:</p> <ul style="list-style-type: none"> <li>-Was admitted to day treatment services on 12-23-25.</li> <li>-Resided in the apartments that were managed by the Licensee.</li> <li>-Had been told they were an inpatient program.</li> <li>-Felt that she had to reside in the apartments to be engaged in the program.</li> <li>-Participation or lack of participation in the day treatment program would affect privileges lost at the residential apartment.</li> </ul> <p>Interview on 2-27-25 with Client #1 revealed:</p> <ul style="list-style-type: none"> <li>-Had been living in the apartments that were managed by the Licensee.</li> <li>-Was engaged with services and the residential component was tied together with the treatment aspect of the programming.</li> <li>-Had to reside in the apartments run by the Licensee to participate in day treatment services.</li> <li>-"If I wanted to go to a different program, I would have to move somewhere else. I couldn't stay here."</li> <li>-The ability to make phone calls and go to outside meetings was directly correlated to participation in the program.</li> </ul> <p>Interview on 2-27-25 with Staff #3 revealed:</p> <ul style="list-style-type: none"> <li>-If a client was continuously not participating in the program, would talk to a supervisor about the next step.</li> <li>-They would not be in the program if they didn't live at the residential apartments.</li> </ul>	V 239		

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V 239	Continued From page 10  Interview on 2-27-27 and 2-28-27 with the Vice President of Operations revealed: -"I don't think we would kick them out (of the residential apartment)...(if a client chose to stop participating in the day treatment services)"  This deficiency constitutes a re-cited deficiency and must be corrected within 30 days.	V 239		
V 280	27G .4501 Sub. Abuse Comp. Outpt. Tx.- Scope  10A NCAC 27G .4501 Scope (a) A substance abuse comprehensive outpatient treatment program (SACOT) is one that provides a multi-faceted approach to treatment in an outpatient setting for adults with a primary substance-related diagnosis who require structure and support to achieve and sustain recovery. (b) Treatment support activities may be adapted or specifically designed for persons with physical disabilities, co-occurring disorders including mental illness or developmental disabilities, pregnant women, chronic relapse, and other homogenous groups. (c) SACOT shall have a structured program, which includes the following services: (1) individual counseling; (2) group counseling; (3) family counseling; (4) strategies for relapse prevention to include community and social support systems in treatment; (5) life skills; (6) crisis contingency planning; (7) disease management; (8) service coordination activities; and (9) biochemical assays to identify recent	V 280		

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V 280	<p>Continued From page 11</p> <p>drug use (e.g. urine drug screens).</p> <p>(d) The treatment activities specified in Paragraph (c) of this Rule shall emphasize the following:</p> <ol style="list-style-type: none"> <li>(1) reduction in use and abuse of substances or continued abstinence;</li> <li>(2) the understanding of addictive disease;</li> <li>(3) development of social support network and necessary lifestyle changes;</li> <li>(4) educational skills;</li> <li>(5) vocational skills leading to work activity by reducing substance abuse as a barrier to employment;</li> <li>(6) social and interpersonal skills;</li> <li>(7) improved family functioning;</li> <li>(8) the negative consequences of substance abuse; and</li> <li>(9) continued commitment to recovery and maintenance program.</li> </ol> <p>This Rule is not met as evidenced by: Based on record reviews and interviews, the facility failed to operate within the scope of a substance abuse comprehensive outpatient treatment (SACOT) program. The findings are:</p> <p>Review on 2-27-25 of Client #3's record revealed: -Date of Admission: 2-23-25. -Enrolled in SACOT.</p> <p>Review on 2-26-25 and 2-27-25 of the Payment/Financial Agreement revealed: -"...For clients that elect the housing component, clients are monitored twenty four (24) hours per day, seven (7) days per week."</p> <p>Review on 2-26-25 and 2-27-25 of the Payment/Financial Agreement revealed: -"...For clients that elect the housing component,</p>	V 280			

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>MHL011-387</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING: _____	(X3) DATE SURVEY COMPLETED  <b>R</b> <b>02/28/2025</b>
NAME OF PROVIDER OR SUPPLIER  <b>CREST VIEW RECOVERY CENTER</b>		STREET ADDRESS, CITY, STATE, ZIP CODE <b>90 ASHELAND AVENUE, SUITES B &amp; D</b> <b>ASHEVILLE, NC 28801</b>		
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V 280	<p>Continued From page 12</p> <p>clients are monitored twenty four (24) hours per day, seven (7) days per week."</p> <p>Review on 2-26-25 and 2-27-25 of the Licensee website revealed: -"Patients live on-site throughout their treatment...24/7 monitoring ensures a safe, drug-free space for healing. The length of inpatient rehabilitation typically ranges from 30-60 days..."</p> <p>Review on 2-27-25 of the Facility's "Program Description" revealed: -The Program Description listed "Sober Living/Housing" as one element of the Program.</p> <p>Review on 2-28-25 of the Facility's "Phases" revealed: -Three phases: 1. Orientation, 2. Specialty Track, and 3. Aftercare. -All phases stated "Maintain positive participation and compliance with program policies and rules."</p> <p>Interview on 2-27-25 with Client #3 revealed: -Had only been enrolled in the program for a few days. -Had been living in the apartments that were managed by the Licensee. -Thought that she had to live in the apartments to be engaged in the SACOT program. -"They (staff) told one girl (Client) if they didn't go to the meetings, she would get put out (kicked out of the residential apartments)."</p> <p>Interview on 2-27-25 with Staff #3 revealed: -If a client was continuously not participating in the program, would talk to a supervisor about the next step. -They would not be in the program if they didn't live at the residential apartments.</p>	V 280		

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V 280	Continued From page 13  Interview on 2-27-27 and 2-28-27 with the Vice President of Operations revealed: -"I don't think we would kick them out (of the residential apartment)...(if a client chose to stop participating in the outpatient services)"	V 280		