

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL060-059	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED 03/18/2025
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NAME OF PROVIDER OR SUPPLIER ALEXANDER YOUTH NETWORK - PRTF (LIONS DEN	STREET ADDRESS, CITY, STATE, ZIP CODE 6220 THERMAL ROAD CHARLOTTE, NC 28211
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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>An annual and complaint survey were completed on 3-18-25. The complaints were substantiated (#NC00226907, #NC00227612, and #NC00227055). Deficiencies were cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G .1900 Psychiatric Residential Treatment Facility for Children and Adolescents.</p> <p>This facility is licensed for 12 and has a current census of 11. The survey sample consisted of audits of 3 current clients.</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> <p>(1) technical knowledge;</p> <p>(2) cultural awareness;</p> <p>(3) analytical skills;</p> <p>(4) decision-making;</p>	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>(5) interpersonal skills; (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 reviews and interviews one of three audited facility staff (Staff #1) failed to show competence. The findings are:</p> <p>Review on 3-17-25 of facility policy number 2.05 revealed: - "Careless work, poor work habits...and other signs of lack of job interest and cooperation on the part of one person can be very dangerous and harmful...staff will remain awake and alert...:</p> <p>Review on 3-14-25 of video from 2-15-25 12:30pm to 3:30pm revealed: - 1:00pm the clients return from lunch, Staff #1 sits down and is on his phone with head phones on. - Staff #2 interacting with clients. - At 1:20pm Staff #1 is still on phone, he now has his chair turned to the desk and appears to be playing a game. His head down over the phone. - At 1:28pm Staff #1 still playing with phone, Staff #2 standing watching tv, clients are playing with puzzles.</p>	V 110		

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V 110	<p>Continued From page 2</p> <ul style="list-style-type: none"> -At 1:45pm all clients and staff all leave, Staff #1 is still on phone. -At 2:30pm the clients return to the facility. -At 2:33 pm Staff #1 returns to the chair and his phone. -At 2:34pm he takes off head phones, and puts down his phone. -At 2:27pm he got on a computer. -At 2:51pm Staff #1 put his head phones back on, and picked up his phone. -Staff #1 does not interact with the clients, Staff #2 is seen interacting with the clients, and cleaning the facility. <p>Interview on 3-14-25 with Staff #1 revealed:</p> <ul style="list-style-type: none"> -His duties include: To support the clients, to help them with goals and help them find effective ways and proper tools necessary to control behavior. To help them express anger in appropriate ways and give structure and stability. -He didn't remember any phone policy, but he knew he was not supposed to be on his phone and was not supposed to be on social media. -"The clients were doing an independent activity, I don't remember." -"But I am not on the phone 24/7, I work with the kids." -He was listening to music with his headphones, but he had one side off of his ear. <p>Interview on 3-14-25 with Staff #2 revealed:</p> <ul style="list-style-type: none"> -He could "guess" what I was going to ask him about Staff #1 and the video on 2-15-25. -"He (Staff #1) was probably on his phone and not interactive." -"I usually see him Friday and Saturday, that is how he usually does." -"It does get tiring, It's a lot. I try to lead by example, hoping it will give him some initiative." -He has never spoken to his supervisor about 	V 110		

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V 110	Continued From page 3 the situation, but he thinks other staff have. Interview on 3-10-25 with the first shift supervisor revealed: -All staff know that they are not supposed to be on the phone during their shift. -The supervisors have cameras in their office, but they are not in the office all the time to watch them.	V 110		