

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
NAME OF PROVIDER OR SUPPLIER ALEXANDER YOUTH NETWORK - PRTF (LIONS DEN		STREET ADDRESS, CITY, STATE, ZIP CODE 6220 THERMAL ROAD CHARLOTTE, NC 28211		
(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 was 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> <p>This Statement of Deficiencies was amended on 3-24-25.</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>	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>(2) cultural awareness; (3) analytical skills; (4) decision-making; (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 video review and interviews the facility failed to ensure that one of three audited staff (Staff #1) failed to demonstrate competence. The findings are:</p> <p>Review on 3-14-25 of the facility video dated 2-15-25 revealed: - 1:00pm the clients return to the cottage, Staff #1 sits down at a desk and is on his phone looking at the screen with head phones on. Staff #1 has his back to the desk. 4 clients are sitting at a large table to Staff #1's left (Clients #2,#4, #5 and unidentified client), one unidentified client is sitting on the couch to his right watching a movie. Staff #2 is interacting with clients (Clients #2,#4, #5 and unidentified client) at the table. - 1:20pm Staff #1 is still on phone, he now has his chair turned to the desk and appears to be playing a game. Clients are still to his left and right. His head down over the phone. He has his headphones on.</p>	V 110			

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V 110	<p>Continued From page 2</p> <ul style="list-style-type: none"> - 1:28pm Staff #1 still on his phone, with his head bent over the phone, Staff #2 standing watching tv, clients are playing with puzzles. - 1:33pm Staff #2 stops watching TV and goes to the table where clients are playing with puzzles. - 1:45pm all clients and staff all leave in a group, walking together. Staff #1 is walking with the clients, but looking down at his phone. He does not have his headphones on at this time. - 2:30pm clients (#2, #4, #5, and 2 unidentified clients) and Staff #1 and Staff #2 return to the facility. - 2:33pm Staff #1 returns to the chair at the desk and gets back on his phone, and puts his head phones back on. - 2:34pm he takes off head phones, and puts down his phone. - 2:37pm Staff #1 got on a computer. - 2:51pm Staff #1 got off of the computer, put his head phones back on, and picked up his phone. - Staff #1 can not be seen interacting with the clients during the length of the video, Staff #2 is seen interacting with the clients, and cleaning the facility day room. <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. - When shown portions of the 2-15-25 video: "The clients were doing an independent activity, I don't remember." (that particular day) - "But I am not on the phone 24/7, I work with 	V 110		

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V 110	<p>Continued From page 3</p> <p>the kids (clients)."</p> <p>-He was listening to music with his headphones when he had them on, but he had one side off of his ear.</p> <p>Interview on 3-14-25 with Staff #2 revealed:</p> <p>-He could "predict" what I was going to ask him about Staff #1 and the video on 2-15-25.</p> <p>-He (Staff #1) was probably on his phone and not interactive."</p> <p>-I usually see him (work with him) Friday and Saturday, that is how he usually does (Staying on his phone)."</p> <p>-It does get tiring (Staff #1 not interacting with the clients), It's a lot. I try to lead by example, hoping it will give him (Staff #1) some initiative."</p> <p>-He has never spoken to his supervisor about the situation, but he thinks other staff have.</p> <p>Interview on 3-14-25 with the first shift supervisor revealed:</p> <p>-All staff know that they are not supposed to be on the phone during their shift.</p> <p>-He has addressed the issue before with all staff.</p> <p>-He was made aware of the video that day (3-14-25) by the Executive Director and he would be addressing it with Staff #1 but he wanted to wait until the surveyor had interviewed Staff #1.</p> <p>-The supervisors have cameras in their office, but they are not in the office all the time to watch them.</p>	V 110		