

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>MHL0601060</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING: _____	(X3) DATE SURVEY COMPLETED  <b>R</b> <b>06/12/2025</b>
NAME OF PROVIDER OR SUPPLIER  <b>ONE STEP FORWARD OUTREACH</b>		STREET ADDRESS, CITY, STATE, ZIP CODE <b>10000 WOODY RIDGE ROAD</b> <b>CHARLOTTE, NC 28273</b>		
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V 000	INITIAL COMMENTS  An annual and follow up survey was completed on 6/12/25. Deficiencies were cited.  This facility is licensed for the following service category: 10A NCAC 27G .5600C Supervised Living for Adults with Developmental Disabilities.  This facility is licensed for 4 and has a current census of 3. The survey sample consisted of audits of 3 current clients.	V 000		
V 114	27G .0207 Emergency Plans and Supplies  10A NCAC 27G .0207 EMERGENCY PLANS AND SUPPLIES (a) Each facility shall develop a written fire plan and a disaster plan and shall make a copy of these plans available to the county emergency services agencies upon request. The plans shall include evacuation procedures and routes. (b) The plans shall be made available to all staff and evacuation procedures and routes shall be posted in the facility. (c) Fire and disaster drills in a 24-hour facility shall be held at least quarterly and shall be repeated for each shift. Drills shall be conducted under conditions that simulate the facility's response to fire emergencies. (d) Each facility shall have a first aid kit accessible for use.	V 114		

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

TITLE

(X6) DATE

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V 114	<p>Continued From page 1</p> <p>This Rule is not met as evidenced by: Based on record review and interviews, the facility failed to have completed fire and disaster drills held at least quarterly and repeated on each shift. The findings are:</p> <p>Review on 6/10/25 of the facility's fire and disaster drill log from June 1, 2024-May 1, 2025 revealed:</p> <p>1st quarter (January- March 2025): - No 1st shift (4pm-10pm) and 2nd shift (10pm-7am) disaster drills.</p> <p>3rd quarter (July- September 2024): - No 1st and 2nd shift disaster drills.</p> <p>4th quarter (October-December 2024): - No 1st and 2nd shift disaster drills.</p> <p>Interview on 6/9/25 with Client #1 revealed: - Completed fire and disaster drills monthly.</p> <p>Interview on 6/9/25 with Client #2 revealed: - Completed fire and disaster drills monthly.</p> <p>Interview on 6/11/25 with Client #3 revealed: - Completed fire and disaster drills monthly.</p> <p>Interview on 6/11/25 with Staff #1 revealed: - Completed fire and disaster drills monthly.</p> <p>Interview on 6/10/25 with the Owner/Qualified Professional revealed: - Changed the routine of fire and disaster drills being completed after the Fire Chief came to the home for annual visit; - "I had records completed the correct way, the Fire Chief stated that the drills needed to be completed monthly and I changed the forms."</p>	V 114		

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V 118	<p>27G .0209 (C) Medication Requirements</p> <p>10A NCAC 27G .0209 MEDICATION REQUIREMENTS</p> <p>(c) Medication administration:</p> <p>(1) Prescription or non-prescription drugs shall only be administered to a client on the written order of a person authorized by law to prescribe drugs.</p> <p>(2) Medications shall be self-administered by clients only when authorized in writing by the client's physician.</p> <p>(3) Medications, including injections, shall be administered only by licensed persons, or by unlicensed persons trained by a registered nurse, pharmacist or other legally qualified person and privileged to prepare and administer medications.</p> <p>(4) A Medication Administration Record (MAR) of all drugs administered to each client must be kept current. Medications administered shall be recorded immediately after administration. The MAR is to include the following:</p> <p>(A) client's name;</p> <p>(B) name, strength, and quantity of the drug;</p> <p>(C) instructions for administering the drug;</p> <p>(D) date and time the drug is administered; and</p> <p>(E) name or initials of person administering the drug.</p> <p>(5) Client requests for medication changes or checks shall be recorded and kept with the MAR file followed up by appointment or consultation with a physician.</p> <p>This Rule is not met as evidenced by:</p>	V 118			

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V 118	<p>Continued From page 3</p> <p>Based on observations, record review and interviews, the facility failed to ensure the MAR was kept current affecting 1 of 3 client (client #1). The findings are:</p> <p>Review on 6/11/25 of Client #1's record revealed:</p> <ul style="list-style-type: none"> <li>- Admission date 10/11/19;</li> <li>- Diagnoses Intellectual Disability Mental Retardation Developmental Disorder, Bipolar, Depressive Disorder, Schizoaffective Disorder, Mood Disorder, Obesity.</li> <li>- Physician's order dated 4/16/25 Omega-3 (fish oil) 1,000 milligram (mg), Take 1 tablet daily.</li> </ul> <p>Observations on 6/10/25 of Client #1's medication revealed:</p> <ul style="list-style-type: none"> <li>- Omega-3 1,000 mg was available.</li> </ul> <p>Review on 6/10/25 and 6/11/25 of Client #1's MAR from March 1, 2025-June 9, 2025 revealed:</p> <ul style="list-style-type: none"> <li>- Omega-3 1,000 mg not listed on the MAR from March 2025-May 2025.</li> </ul> <p>Interview on 6/9/25 with Client #1 revealed:</p> <ul style="list-style-type: none"> <li>- Self administered medications daily.</li> </ul> <p>Interview on 6/11/25 with Owner/Qualified Professional revealed:</p> <ul style="list-style-type: none"> <li>- Was responsible for completing the MARs for the clients in the facility;</li> <li>- Did not realize the medication (Omega-3) was left off the MAR.</li> </ul>	V 118		
V 139	<p>27G .0404 (F-L) Operations During Licensed Period</p> <p>10A NCAC 27G .0404 OPERATIONS DURING LICENSED PERIOD</p> <p>(f) DHSR shall conduct inspections of facilities without advance notice.</p>	V 139		

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V 139	Continued From page 4  (g) Licenses for facilities that have not served any clients during the previous 12 months shall not be renewed. (h) DHSR shall conduct inspections of all 24-hour facilities an average of once every 12 months, to occur no later than 15 months as of July 1, 2007. (i) Written requests shall be submitted to DHSR a minimum of 30 days prior to any of the following changes: (1) Construction of a new facility or any renovation of an existing facility; (2) Increase or decrease in capacity by program service type; (3) Change in program service; or (4) Change in location of facility. (j) Written notification must be submitted to DHSR a minimum of 30 days prior to any of the following changes: (1) Change in ownership including any change in partnership; or (2) Change in name of facility. (k) When a licensee plans to close a facility or discontinue a service, written notice at least 30 days in advance shall be provided to DHSR, to all affected clients, and when applicable, to the legally responsible persons of all affected clients. This notice shall address continuity of services to clients in the facility. (l) Licenses shall expire unless renewed by DHSR for an additional period. Prior to the expiration of a license, the licensee shall submit to DHSR the following information: (1) Annual Fee; (2) Description of any changes in the facility since the last written notification was submitted; (3) Local current fire inspection report; (4) Annual sanitation inspection report, with	V 139		

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V 139	<p>Continued From page 5</p> <p>the exception of a day/night or periodic service that does not handle food for which a sanitation inspection report is not required; and</p> <p>(5) The names of individuals who are owner, partners or shareholders holding an ownership or controlling interest of 5% or more of the applicant entity.</p> <p>This Rule is not met as evidenced by: Based on record reviews and interviews, the facility failed to provide the required written documentation of emergency relocation of clients to the Department of Health Service Regulations (DHSR). The findings are:</p> <p>Review on 6/10/25 of DHSR's emergency relocation folder revealed:</p> <ul style="list-style-type: none"> <li>- No emergency relocation application was provided by the facility.</li> </ul> <p>Interview on 6/9/25 with Client #1 revealed:</p> <ul style="list-style-type: none"> <li>- Air conditioner hasn't work since last year;</li> <li>- "There is no air coming out, [Owner/Qualified Professional (QP)] is trying to get it prepared;"</li> <li>- Spent several nights at the Owner/QP's other facility;</li> <li>- Returned today from staying the weekend at Owner/QP's other facility.</li> </ul> <p>Interview on 6/9/25 with Client #2 revealed:</p> <ul style="list-style-type: none"> <li>- Air conditioner has not worked since last week;</li> <li>- "We went to [Owner/QP]'s other location;"</li> <li>- Slept on the floor in the living room at the other facility;</li> <li>- Returned today from staying the weekend at the Owner/QP's other facility.</li> </ul>	V 139		

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V 139	Continued From page 6  Interview on 6/11/25 with Client #3 revealed: - Did not know how long the air conditioner had not been working in the facility; - Been at her mother's home since last Friday.  Interview on 6/11/25 with Staff #1 revealed: - "I think the air went out this month;" - Clients stayed at the Owner/QP's other house on the weekends.  Interview on 6/9/25 and 6/10/25 with the Owner/Qualified Professional revealed: - 6/9/25: - Air conditioner had not worked for 2 weeks; - Had not completed emergency relocation application; - "I take them (client #1, client #2) over to my other home to stay;" - 6/10/25: - Completed the emergency relocation application on the evening of 6/9/25; - Had an appointment for DHSR Construction worker on 6/19/25 to come to the unlicensed home the clients have been staying at - Client #1 and Client #2 slept in the living room at the other home - The air conditioner would be fixed by 6/19/25; - Received two air conditioner window units that will be placed in the windows, so the clients could stay in the facility.	V 139		
V 754	27G .0304(c) Comfort Zone  10A NCAC 27G .0304 FACILITY DESIGN AND EQUIPMENT (c) Comfort Zone: Each 24-hour facility shall provide heating and air-cooling equipment to	V 754		

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V 754	<p>Continued From page 7</p> <p>maintain a comfort range between 68 and 80 degrees Fahrenheit.</p> <p>(1) This requirement shall not apply to therapeutic (habilitative) camps and other 24-hour facilities for six or fewer clients.</p> <p>(2) Facilities licensed prior to October 1, 1988 shall not be required to add or install cooling equipment if not already installed.</p> <p>This Rule is not met as evidenced by: Based on observations and interviews, the facility failed to provide heating equipment to maintain a comfort range between 68 and 80 degrees Fahrenheit. The findings are:</p> <p>Review on 6/9/25 of the estimate detail from heating and air technician dated 5/23/25 revealed: - Full system replacement \$ 9, 595.00.</p> <p>Observation on 6/9/25 at approximately 5:44pm of the thermostat, read 88 degrees Fahrenheit.</p> <p>Interview on 6/9/25 with Client #1 revealed: - Air conditioner hasn't work since last year; - "There is no air coming out, [Owner/Qualified Professional (QP)] is trying to get it prepared."</p> <p>Interview on 6/9/25 with Client #2 revealed: - Air conditioner has not worked since last week.</p> <p>Interview on 6/11/25 with Client #3 revealed: - Did not know how long the air conditioner had not been working in the facility.</p> <p>Interview on 6/11/25 with Staff #1 revealed: - "I think the air went out this month."</p>	V 754		



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V 754	Continued From page 8  Interview on 6/9/25, 6/10/25 and 6/12/25 with the Owner/Qualified Professional revealed: - 6/9/25: - Air conditioner had not worked for 2 weeks; - The local heating and air technician came to the home on 5/23/25 and provided an estimate for a full system replacement; - Planned to purchase a used air conditioning system from a neighbor; - Had to have a HVAC technician get the parts for the furnace to connect the air conditioning unit - 6/10/25: - The air conditioner would be fixed by 6/19/25; - Received two air conditioner window units that will be placed in the windows, so the clients could stay in the facility. - 6/12/25: - Received a call from weatherization company to come evaluate the home for repairs; - Air conditioner window unit was placed in the living room window.	V 754		