

Division of Health Service Regulation

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| STATEMENT OF DEFICIENCIES<br>AND PLAN OF CORRECTION                |  | (X1) PROVIDER/SUPPLIER/CLIA<br>IDENTIFICATION NUMBER:<br><br><b>MHL055-134</b>                | (X2) MULTIPLE CONSTRUCTION<br>A. BUILDING: _____<br><br>B. WING: _____   | (X3) DATE SURVEY<br>COMPLETED<br><br><b>C</b><br><b>06/25/2025</b> |
| NAME OF PROVIDER OR SUPPLIER<br><br><b>MONARCH DBA UMAR-PITZER</b> |  | STREET ADDRESS, CITY, STATE, ZIP CODE<br><b>200 WELLINGTON DRIVE<br/>LINCOLNTON, NC 28092</b> |  |  |
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| V 000  | <p><b>INITIAL COMMENTS</b></p> <p>A complaint survey was completed on June 25, 2025. The complaints were unsubstantiated (Intake #NC00231526 and #NC00231520). A deficiency was cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G .5600C Supervised Living for Adults with Developmental Disability.</p> <p>This facility is licensed for 6 and has a current census of 6. The survey sample consisted of 6 current clients.</p>  | V 000   |  |  |
| V 110  | <p><b>27G .0204 Training/Supervision Paraprofessionals</b></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> <p>(5) interpersonal skills;</p> <p>(6) communication skills; and</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>(7) clinical skills.<br/>(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:<br/>Based on record review and interview, audited paraprofessional Staff #1 failed to demonstrate the knowledge, skills, and abilities required by the population served. The findings are:</p> <p>Review on 6/24/25 of Client #1's record revealed:<br/>-Date of admission: 04/16/2024.<br/>-Diagnoses: Mild Intellectual Disabilities.<br/>-Treatment plan dated 3/26/25:<br/>    -"[Client #1] has 8 hours of unsupervised time in the community."</p> <p>Review on 6/24/25 of Client #2's record revealed:<br/>-Date of admission: 09/30/2002.<br/>-Diagnoses: Mild Intellectual Disabilities.<br/>-No documentation of unsupervised time in the community in treatment plan dated 2/1/25.</p> <p>Review on 6/24/25 of Staff #1's record revealed:<br/>-Title: Developmental Specialist Residential.<br/>-Date of hire: 4/20/24.<br/>-Acknowledged Client #1's treatment plan dated 3/26/25 on 3/29/25.<br/>-Acknowledged Client #2's treatment plan dated 2/1/25 on 2/5/25.</p> <p>Interview on 6/24/25 with Staff #1 revealed:</p> | V 110   |  |  |

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| V 110  | <p>Continued From page 2</p> <p>-Client #1 was the only client with unsupervised time out in the community in their treatment plan.</p> <p>-Allowed Client #2 to go into the convenience store with Client #1 about 4 weeks ago while she waited in the van in the parking lot.</p> <p>-Client #1 and Client #2 were "in the store no more than 5 minutes" before returning to the van.</p> <p>-"Should of asked the [House Manager (HM)] and [Residential Director/Qualified Professional (RD/QP)] before letting [Client #2] go into the store with [Client #1] by himself without me."</p> <p>-"I knew better (than to let a client without unsupervised time in their treatment plan be unsupervised)."</p> <p>-"I won't do it again (let a client without unsupervised time in their treatment plan be unsupervised)."</p> <p>Interview on 6/24/25 with the HM revealed:</p> <p>-Client #1 was the only client with unsupervised time out in the community in their treatment plan.</p> <p>-Expected staff to be in close proximity and maintain eyesight of clients at all times while out in the community.</p> <p>-Staff acknowledged that they reviewed the client's treatment plans as they are created and updated.</p> <p>-Was not aware that Staff #1 allowed Client #2 to go into the convenience store with Client #1 about 4 weeks ago unsupervised while she waited in the van in the parking lot.</p> <p>-Will have a meeting with all staff and let them know it's not appropriate to let clients go into stores without staff who do not have unsupervised time in their treatment plan.</p> <p>Interviews on 6/23/25 and 6/25/25 with the Residential Director/QP revealed:</p> <p>-Client #1 was the only client with unsupervised time out in the community in their treatment plan.</p> | V 110   |  |  |

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| V 110  | Continued From page 3<br><br>-Staff acknowledged that they reviewed the client's treatment plans as they are created and updated.<br>-Had a staff meeting last week (6/16/25-6/20/25) that Client #1 was the only one who had unsupervised time in the community.<br>-Was not aware that Staff #1 allowed Client #2 to go into the convenience store with Client #1 about 4 weeks ago unsupervised while she waited in the van in the parking lot.<br>-Will take administrative action with Staff #1 and discuss the expectations with staff surrounding the supervision of clients while out in the community. | V 110  |  |                          |  |