
Toya's Project, LLC – Plan of Correction

Provider Type: Category B – IDD Adolescent Group Home

Location: Greensboro, NC

Business Name: Toya's Project, LLC

Survey Type: Annual DHSR Review

Date of Survey: 7/8-7/11/2025

Deficiencies and Plans of Correction

- **10A NCAC 27G .0604 – Incident Reporting Requirements**
 - **10A NCAC 27G .0207 – Emergency Plans and Supplies**
 - **10A NCAC 27G .0202 – Personnel Requirements**
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1. Incident Reporting – 10A NCAC 27G .0604

Deficiency: The facility failed to submit a Level II incident report within 72 hours as required.

Immediate Correction:

- The November 2024 incident report will be submitted to the appropriate LME and, if applicable, DMH/DD/SAS and DHSR, by **August 15, 2025**.
- Submission will be via encrypted electronic means using the state-provided form.

Preventive Action:

- Refresher training on incident identification, timelines, and reporting protocols will be provided to all staff by **August 30, 2025**, and repeated quarterly.
- A centralized **Incident Tracking Log** will be maintained and reviewed weekly.
- A quarterly audit will be conducted to ensure compliance.

Responsible Party: [REDACTED]

2. Emergency Plans and Supplies – 10A NCAC 27G .0207

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DHSR-MH Licensure Sect

Deficiency: Fire and disaster drills were not conducted quarterly across all shifts as required. Evacuation procedures were not posted in all required areas.

Immediate Correction:

- Fire and disaster drills will be completed for **all shifts** by **August 30, 2025**, and properly documented.
- Evacuation routes and procedures will be posted in visible locations throughout the facility.

Preventive Action:

- A **Drill Schedule Calendar** will be created and maintained, with quarterly reminders.
- Drill documentation logs will be reviewed quarterly by the Director to ensure compliance.

Responsible Party: Program Manager or Designee

3. Personnel Requirements – 10A NCAC 27G .0202

Deficiency: Personnel files were missing signed job descriptions and minimum education verification (e.g., high school diploma).

Immediate Correction:

- All staff will submit their **high school diploma or equivalent** by **August 15, 2025**.
- Job descriptions for all staff and the Director will be reviewed, updated, signed, and placed in personnel files.

Preventive Action:

- Staff files will be reviewed quarterly to ensure they include:
 - Signed job descriptions
 - Verification of education
 - Proof of CPR/First Aid training
 - Annual training documentation

- A new **New Hire Personnel File Checklist** will be implemented to ensure compliance from onboarding.

Responsible Party: HR Coordinator and Director

Verification and Compliance Monitoring

- **Documentation:** All corrective actions will be logged, signed, and retained in the facility's compliance binder and staff files.
 - **Training Logs:** Kept digitally with signed rosters for each session.
 - **Drill Logs:** Maintained with date, time, shift, staff involved, and signature.
 - **Personnel Audits:** Conducted quarterly by the Director or assigned designee.
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