

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL036-403	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____	(X3) DATE SURVEY COMPLETED 06/27/2025
NAME OF PROVIDER OR SUPPLIER FUTURE LEADERS		STREET ADDRESS, CITY, STATE, ZIP CODE 1816 EAST GARRISON BOULEVARD GASTONIA, NC 28054		
(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	INITIAL COMMENTS An annual survey was completed on 6-27-25. Deficiencies were cited. This facility is licensed for the following service category: 10A NCAC 27G .1700 Residential Treatment Staff Secure For Children Or Adolescents. 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 118	27G .0209 (C) Medication Requirements 10A NCAC 27G .0209 MEDICATION / REQUIREMENTS (c) Medication administration: (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. (2) Medications shall be self-administered by clients only when authorized in writing by the client's physician. (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. (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: (A) client's name; (B) name, strength, and quantity of the drug; (C) instructions for administering the drug; (D) date and time the drug is administered; and (E) name or initials of person administering the	V 118		

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

TITLE

(X6) DATE

RECEIVED

JUL 16 2025

DHSR-MH Licensure Sect

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V 118	Continued From page 1 drug. (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. This Rule is not met as evidenced by: Based on record reviews and interviews, the facility failed to ensure medications were administered on the written order of a physician affecting 1 of 3 audited clients (client #3). The findings are: Review on 6-25-25 of client #3's record revealed: -Date of admission: 11-15-24. -Age: 15 years. -Diagnoses: Attention Deficit Hyperactivity Disorder; Conduct Disorder; Cannabis Use Disorder. -Physicians' order dated 5-20-25 for Mirtazapine (antidepressant) 15 milligram (mg): dissolve one tablet by mouth once daily at bedtime for 30 days. - Review on 6-25-25 and 6-27-25 of client #3's Medication Administration Record (MAR) for June 2025 revealed Mirtazapine not administered from June 20, 2025 through June 25, 2025. Review on 6-25-25 of the facility's incident report log revealed Mirtazapine not administered on June 20, 25 to June 24, 2025, "Client out of Mirtazapine 15mg." Interview on 6-25-25 with client #1 revealed:	V 118		

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V 118	Continued From page 2 - "I take my meds (medications) everyday. I don't miss taking them (meds) unless something happens and they (staff) don't get them from the doctor or pharmacy. That's what happened to that one pill (Mirtazapine). They are trying to get if from the doctor." Interview on 6-25-25 with the Associate Professional (AP) revealed: - She or the HM are responsible for ordering medications. - "We called the doctor before the medication ran out and requested a refill. I'm not sure what the issues is. They (doctor) usually respond to our request (for refills) within a day but there seems to have been some breakdown in communication this time with this request." - "He (client #3) took his last pill on 6-19-25. We have contacted his doctor and we are waiting on the doctor to refill the prescription." Interview on 6-25-25 with the Home Manager (HM) revealed: - The medication ordering protocol is to to order medications when a client is down to their last 7 days supply of medications according to the medication bubble pack. - "On the bubble pack the last week (last week of meds before they are out) is colored blue. When they get to that week we (HM or AP) will call the doctor and request a refill. I actually called before we got to the last week. I did not document the date I first called but it would have been a few days before the last week unknown date). I called the doctors office for the refill. I was only able to leave a message on the machine. I was calling them everyday and leaving messages, asking for the refill. They (doctor) never called us back so I reached out to the pharmacy for them to contact the doctor. We are still waiting on the	V 118		

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V 118	Continued From page 3 doctor to send the medicine." Interview on 6-27-25 with the Executive Director (ED) revealed: -He was aware that the client had missed the medication. "[HM] did bring me aware of the disconnect with [medical provider] and [client #3's] meds." -"[Client #3] was a rare scenario with that one because we were working with the pharmacist to make sure that was delivered, so that is rare." -"Typically we have a online med system that we use to ensure that every kid (client) is getting their meds and that they are getting their meds on time. [HM] monitors that (medication administration) daily. She (HM) monitors the meds, MARs and the intake (administration) of the kids meds daily and she gives me a report. Pretty much we (ED and HM) talk once or twice a day so she gives me a report if anything is missing..." -"We have a system with the pharmacy where the electronic communication is directly connected with the pharmacy where if meds are needed (refills) or if we are getting down to needing refills on a med the request is submitted (to the pharmacy) and the kid (client) should actually have their meds in a timely manner." -With [client #3] there was some disconnect with the [medical provider] in submitting the refill." Interview on 6-27-25 with Pharmacy representative revealed: -The facility first contacted her on 6-24-25 requesting assistance with obtaining the prescription from the doctor's office. -The prescription was re-filled on 6-26-25 and delivered the same evening.	V 118		

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V 131	Continued From page 4	V 131		
V 131	G.S. 131E-256 (D2) HCPR - Prior Employment Verification G.S. §131E-256 HEALTH CARE PERSONNEL REGISTRY (d2) Before hiring health care personnel into a health care facility or service, every employer at a health care facility shall access the Health Care Personnel Registry and shall note each incident of access in the appropriate business files. This Rule is not met as evidenced by: Based on record reviews and interviews, the facility failed to access the Health Care Personnel Registry (HCPR) prior to making an offer of employment affecting of 4 audited staff (staff #1), the Associate Professional (AP) and the Home Manager (HM). The findings are: Review on 6-25-25 of staff #1's record revealed: -Date of hire: 6-24-24. -HCPR accessed on 7-14-24. Review on 6-25-25 of the AP's record revealed: -Date of hire: 2-3-25. -HCPR accessed on 2-12-25 Review on 6-25-25 of the HM's record revealed: -Date of hire: 11-13-23. -HCPR accessed on 12-13-23 Interview on 6-27-25 with the Executive Director (ED) revealed: -The ED or the Qualified Professional are(QP)	V 131		

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V 131	Continued From page 5 responsible for completing the HCPR checks. -"It could be me or [QP], I would have to look at them (staff #1 and HM record) specifically to see who ran those. I didn't realize the checks had to be done before date of hire... I do have a checklist for everything that needs to be done in terms of hiring..." -"We (ED and QP) do know the steps of what needs to be done during onboarding. We (ED and QP) will coordinate in that effort to make sure we get that done (HCPR checks completed before date of hire)."	V 131		
V 133	G.S. 122C-80 Criminal History Record Check G.S. §122C-80 CRIMINAL HISTORY RECORD CHECK REQUIRED FOR CERTAIN APPLICANTS FOR EMPLOYMENT. (a) Definition. - As used in this section, the term "provider" applies to an area authority/county program and any provider of mental health, developmental disability, and substance abuse services that is licensable under Article 2 of this Chapter. (b) Requirement. - An offer of employment by a provider licensed under this Chapter to an applicant to fill a position that does not require the applicant to have an occupational license is conditioned on consent to a State and national criminal history record check of the applicant. If the applicant has been a resident of this State for less than five years, then the offer of employment is conditioned on consent to a State and national criminal history record check of the applicant. The national criminal history record check shall include a check of the applicant's fingerprints. If the applicant has been a resident of this State for five years or more, then the offer is conditioned on consent to a State criminal history record	V 133		

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V 133	Continued From page 6 check of the applicant. A provider shall not employ an applicant who refuses to consent to a criminal history record check required by this section. Except as otherwise provided in this subsection, within five business days of making the conditional offer of employment, a provider shall submit a request to the Department of Justice under G.S. 114-19.10 to conduct a criminal history record check required by this section or shall submit a request to a private entity to conduct a State criminal history record check required by this section. Notwithstanding G.S. 114-19.10, the Department of Justice shall return the results of national criminal history record checks for employment positions not covered by Public Law 105-277 to the Department of Health and Human Services, Criminal Records Check Unit. Within five business days of receipt of the national criminal history of the person, the Department of Health and Human Services, Criminal Records Check Unit, shall notify the provider as to whether the information received may affect the employability of the applicant. In no case shall the results of the national criminal history record check be shared with the provider. Providers shall make available upon request verification that a criminal history check has been completed on any staff covered by this section. A county that has adopted an appropriate local ordinance and has access to the Division of Criminal Information data bank may conduct on behalf of a provider a State criminal history record check required by this section without the provider having to submit a request to the Department of Justice. In such a case, the county shall commence with the State criminal history record check required by this section within five business days of the conditional offer of employment by the provider.	V 133			

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V 133	Continued From page 7 All criminal history information received by the provider is confidential and may not be disclosed, except to the applicant as provided in subsection (c) of this section. For purposes of this subsection, the term "private entity" means a business regularly engaged in conducting criminal history record checks utilizing public records obtained from a State agency. (c) Action. - If an applicant's criminal history record check reveals one or more convictions of a relevant offense, the provider shall consider all of the following factors in determining whether to hire the applicant: (1) The level and seriousness of the crime. (2) The date of the crime. (3) The age of the person at the time of the conviction. (4) The circumstances surrounding the commission of the crime, if known. (5) The nexus between the criminal conduct of the person and the job duties of the position to be filled. (6) The prison, jail, probation, parole, rehabilitation, and employment records of the person since the date the crime was committed. (7) The subsequent commission by the person of a relevant offense. The fact of conviction of a relevant offense alone shall not be a bar to employment; however, the listed factors shall be considered by the provider. If the provider disqualifies an applicant after consideration of the relevant factors, then the provider may disclose information contained in the criminal history record check that is relevant to the disqualification, but may not provide a copy of the criminal history record check to the applicant. (d) Limited Immunity. - A provider and an officer or employee of a provider that, in good faith,	V 133		

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V 133	Continued From page 8 complies with this section shall be immune from civil liability for: (1) The failure of the provider to employ an individual on the basis of information provided in the criminal history record check of the individual. (2) Failure to check an employee's history of criminal offenses if the employee's criminal history record check is requested and received in compliance with this section. (e) Relevant Offense. - As used in this section, "relevant offense" means a county, state, or federal criminal history of conviction or pending indictment of a crime, whether a misdemeanor or felony, that bears upon an individual's fitness to have responsibility for the safety and well-being of persons needing mental health, developmental disabilities, or substance abuse services. These crimes include the criminal offenses set forth in any of the following Articles of Chapter 14 of the General Statutes: Article 5, Counterfeiting and Issuing Monetary Substitutes; Article 5A, Endangering Executive and Legislative Officers; Article 6, Homicide; Article 7A, Rape and Other Sex Offenses; Article 8, Assaults; Article 10, Kidnapping and Abduction; Article 13, Malicious Injury or Damage by Use of Explosive or Incendiary Device or Material; Article 14, Burglary and Other Housebreakings; Article 15, Arson and Other Burnings; Article 16, Larceny; Article 17, Robbery; Article 18, Embezzlement; Article 19, False Pretenses and Cheats; Article 19A, Obtaining Property or Services by False or Fraudulent Use of Credit Device or Other Means; Article 19B, Financial Transaction Card Crime Act; Article 20, Frauds; Article 21, Forgery; Article 26, Offenses Against Public Morality and Decency; Article 26A, Adult Establishments; Article 27, Prostitution; Article 28, Perjury; Article 29, Bribery; Article 31, Misconduct in Public	V 133		

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V 133	Continued From page 9 Office; Article 35, Offenses Against the Public Peace; Article 36A, Riots and Civil Disorders; Article 39, Protection of Minors; Article 40, Protection of the Family; Article 59, Public Intoxication; and Article 60, Computer-Related Crime. These crimes also include possession or sale of drugs in violation of the North Carolina Controlled Substances Act, Article 5 of Chapter 90 of the General Statutes, and alcohol-related offenses such as sale to underage persons in violation of G.S. 18B-302 or driving while impaired in violation of G.S. 20-138.1 through G.S. 20-138.5. (f) Penalty for Furnishing False Information. - Any applicant for employment who willfully furnishes, supplies, or otherwise gives false information on an employment application that is the basis for a criminal history record check under this section shall be guilty of a Class A1 misdemeanor. (g) Conditional Employment. - A provider may employ an applicant conditionally prior to obtaining the results of a criminal history record check regarding the applicant if both of the following requirements are met: (1) The provider shall not employ an applicant prior to obtaining the applicant's consent for criminal history record check as required in subsection (b) of this section or the completed fingerprint cards as required in G.S. 114-19.10. (2) The provider shall submit the request for a criminal history record check not later than five business days after the individual begins conditional employment. (2000-154, s. 4; 2001-155, s. 1; 2004-124, ss. 10.19D(c), (h); 2005-4, ss. 1, 2, 3, 4, 5(a); 2007-444, s. 3.)	V 133		

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V 133	Continued From page 10 This Rule is not met as evidenced by: Based on record reviews and interview the facility failed to request a criminal history record check within 5 days of making a conditional offer of employment affecting 3 of 4 audited staff (staff #1, the Associate Professional/AP and the Home Manager). The findings are: Review on 6-25-25 of staff #1's record revealed: -Date of hire: 6-24-24. -No documentation that a criminal history check was completed after date of hire. Review on 6-25-25 of the AP's record revealed: -Date of hire: 2-3-25. -Criminal record check completed on 2-12-25. Review on 6-25-25 of the HM's record revealed: -Date of hire: 11-13-23. -Criminal record check completed on 11-20-23. Interview on 6-27-25 with the Executive Director (ED) revealed: -The ED or the Qualified Professional are (QP) responsible for completing the background checks. -"It could be me or [QP], I would have to look at them (staff #1, AP and HM record) specifically to remember who would have ran them (criminal record checks). Again, it would have been myself or [QP]. I didn't realize the checks (criminal history checks) had to be done before date of hire. I was thinking the background checks had to be done within 30 days, or 2 weeks, I think it's 2 weeks after hire. I didn't realize it had to be done before. I do have a checklist for everything that needs to be done in terms of hiring..." -"We (ED and QP) do know the steps of what	V 133		

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V 133	Continued From page 11 needs to be done during onboarding (hiring process). We (ED and QP) will coordinate in that effort to make sure we get that done (criminal checks completed timely)."	V 133		

July 13, 2025

Mental Health Licensure and Certification Section
NC Division of Health Service Regulation
2718 Mail Service Center
Raleigh, NC 27699-2718
Attention: [REDACTED] Financial Compliance Consultant

RE: Annual Survey
Future Leaders, 1816 East Garrison Boulevard Gastonia, NC 28054
MHL # 036-403

Hello Ms. [REDACTED]

Below please find response detail to the standard level deficiencies identified during the annual survey completed on June 27th, 2025.

- **10A NCAC 27G .0209 MEDICATION REQUIREMENTS – ID Prefix Tag V118**
Finding Summary – This rule is not met as evidenced by: Based on record reviews and interviews, the facility failed to ensure medication were administered on the written order of a physician affecting 1 of 3 audited clients.

Facility Response to Finding:

Future Leaders acknowledge the findings regarding 10A NCAC 27G .0209 Medication Requirements. Future Leaders have taken the following steps to address this finding. Future Leaders will add an additional process step in the MAR review process performed by AP or House Manager. The process step will include providing notification to physicians of any consumer with medication coming within a 2-week supply of needing a refill. Notification will be sent to the physician via my chart, or email to evidence communication. If no physician acknowledgment of notification is received within two days, an escalation will be provided to ED and QP for assistance. Monthly report of consumer medication supply will be provided to ED for awareness.

- **G.S. 131 E-256 HEALTH CARE PERSONNEL REGISTRY – ID Prefix Tag V131**
Finding Summary – This rule is not met as evidenced by: Based on record reviews, the facility failed to access the Health Care Personnel Registry (HCPR) prior to making an offer of employment.

Facility Response to Finding:

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Future Leaders acknowledge the findings regarding G.S. 131 E-256 Health Care Personnel Registry. Future Leaders have taken the following steps to address this finding. As part of the new hire process a task will be included to ensure that the Health Care Personnel Registry check has been completed. Process must be completed before an offer for employment is made to a candidate. To ensure this process is not skipped a new hire checklist will be created including this process check. The new hire checklist will be reviewed and signed off by ED and QP validating that all required steps have been completed for new candidate hire. Offers for employment will not be provided prior to ED and QP review of the New Hire Checklist. The checklist will be saved in the employee file.

- **G.S. 122C-80 CRIMINAL HISTORY RECORD CHECK – ID Prefix Tag V133**

Finding Summary – This rule is not met as evidenced by: Based on record reviews and interviews the facility failed to request a criminal history record check within 5 days of making a conditional offer of employment.

Facility Response to Finding:

Future Leaders acknowledge the findings regarding G.S. 122C-80 Criminal History Record Check. Future Leaders have taken the following steps to address this finding. As part of the new hire process a task will be included to ensure that the Criminal History Record Check has been completed. Process must be completed before an offer for employment is made to a candidate. To ensure this process is not skipped a new hire checklist will be created including this process check. The new hire checklist will be reviewed and signed off by ED and QP validating that all required steps have been completed for new candidate hire. Offers for employment will not be provided prior to ED and QP review of the New Hire Checklist. The checklist will be saved in the employee file.

If you need any additional information regarding the above, response detail. Please feel free to contact me at the number or email address listed below.

Thank You

[REDACTED]
Future Leaders
1816 East Garrison Blvd
Gastonia, NC 28054
Mobile: 817-474-1888
[REDACTED]

Cc:
[REDACTED]