

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 C 09/24/2025
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NAME OF PROVIDER OR SUPPLIER ALEXANDER YOUTH NETWORK - PRTF (LIONS DEN	STREET ADDRESS, CITY, STATE, ZIP CODE 6220 THERMAL ROAD CHARLOTTE, NC 28211
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V 000	<p>INITIAL COMMENTS</p> <p>A complaint and folow up survey was completed on 9-24-25. Two complaints were substantiated (Intake #'s NC00233516 and NC00233518) and two complaints were unsubstantiated (Intake #'s NC00232824 and NC00232686). A deficiency was cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G .1900 Psychiatric Residential Treatment For Children And Adolescents.</p> <p>This facility is licensed for 6 and has a current census of 5. The survey sample consisted of audits of 2 current clients.</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> <ol style="list-style-type: none"> (1) technical knowledge; (2) cultural awareness; (3) analytical skills; 	V 110	<p>V110</p> <p>Correction: Staff was retrained on recognizing, reporting, and preventing abuse.</p> <p>Prevention: Managers, Supervisors, and Coaches will increase monitoring and supervision of staff within the program to ensure staff are adhering to the agency expectations for protecting clients from harm, abuse, neglect and exploitation.</p> <p>Monitoring: Will occur at least once per month during awake hours. In addition to scheduled reviews, random observations, in-person coaching and supervision will take place and conducted by Program leadership (Supervisors and Coaches).</p> <p style="text-align: center;">RECEIVED OCT 17 2025 DHSR-MH Licensure Sect</p>	<p>9/15/2025</p> <p>Effective: 10/1/2025 then ongoing</p> <p>Effective: 10/1/2025 then ongoing</p>

Division of Health Service Regulation
LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

TITLE

(X6) DATE

[Signature]

Executive Director

10-15-2025

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V 110	<p>Continued From page 1</p> <p>(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 record reviews, observation and interviews, the facility failed to ensure that 1 of 2 audited staff (staff #2) demonstrated the skill, knowledge and abilities required by the population served. The findings are:</p> <p>Review on 9-8-25 of staff #2's record revealed: -Date of hire: 11-13-24. -Behavioral Health Counselor job description dated 10-17-24. -"Handle with Care (training): refresher training 4-28-25.</p> <p>Review on 9-9-25 of the facility's internal investigation revealed: -"Upon video and documentation review of the incident with Program Manager your (staff #2) partner (staff #1) was observed (on 8-27-25) antagonizing/threatening the client (Client #2) and performing an improper restraint. You (staff #2) were observed witnessing the incident but failed to intervene with the client or other staff to prevent the incident. Based on the video it was</p>	V 110		

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V 110	<p>Continued From page 2</p> <p>determined that an internal investigation for abuse/neglect was needed."</p> <p>Review on 9-8-25 of the facility's video footage for 8-27-25 revealed:</p> <ul style="list-style-type: none"> -An 8 minute and 53 second video with audio which documented a verbal confrontation between staff #1 and client #2 that escalated into a physical altercation. -Staff #2 is sitting in a chair where he remains from 0 to 27 seconds into the video. At 27 seconds staff #2 gets up and walks to the opposite side of the video to a table where other clients are milling about. Staff #2 is at the table until 2 minutes and 11 seconds into the video at which time he goes back to the chair on the opposite side of the room and sits. During this time client #2 and Staff #1 are engaged in a verbal altercation. -Client #2 is standing in his bedroom doorway arguing with staff #1. Staff #1 got up from a chair he was sitting in and walked to client #2, got in client #2's face and stated to client #2. "I am tired of you sitting up here trying to second guess everything I do." Client #2 tells him to "move," leave me alone ... Staff #1 and client #2 argue back and forth with each other. Staff #1 states (in a raised voice) to client #2, "you always got something to say bro, be quiet." "Bro don't make me show you you a kid (twice), out the room or in the room, If I say something that's the end... I don't want to hear all of that (client #2 arguing). You got one more time (to talk back) and I'm gonna put your a*s down." Client #2 stated, "so you gonna restrain me for talking, you can't do that." Staff #1 stated I can do whatever I want to." Client #2 is heard telling staff #1 "you in my face." Then client #2 starts to yell 'get off of me, get off 	V 110		

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V 110	<p>Continued From page 3</p> <p>of me."</p> <p>Staff #2 remains seated with no interaction with staff #1, client #2 or the other clients until 6 minutes and 35 seconds into the video. At that point staff #2 gets up goes to a table on the side of the room and places his jacket on the table, removes his glasses and takes off a shirt. He then walks to client #2's room and stands in the doorway as staff #1 throws client #2 on the bed. Staff #2 then walks to the phone, picks up the phone and makes a call.</p> <p>Attempted interview on 9-10-25 with staff #1 unsuccessful as staff #1 failed to answer his phone or return messages left for him.</p> <p>Interview on 9-10-25 with staff #2 revealed: -"[Client #2] was upsetting the cottage you know, threatening the other peers and what not. We asked him to go to his room. He eventually went to his room and he was restrained due to the fact that he had a pencil in his hand threatening to stab my coworker (staff #1) with it (pencil)." -"No, no concerns about how [staff #1] interacted with [client #2]. He (staff #1) was calm and I didn't see anything that was improper. Like I said, I believe there was need for the restraint and he (staff #1) had a proper restraint on him (client #2)." -"I did (actually see co worker put client #2 in the restraint). The hold (restraint) was proper, everything was proper."</p> <p>Interview on 9-8-25 with the Program Manager revealed: -"After reviewing the video, we had concerns about the restraint..." -"He (staff #2) was just sitting there. He (staff #2) did nothing (to intervene)." -"I would have liked to have seen him (staff #2)</p>	V 110		

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V 110	Continued From page 4 step in (intervene) by either calling someone, the supervisor or other staff (nurse) or intervening in the verbal part before it got to the physical."	V 110		

