



December 4, 2025

Ms. [REDACTED]
[REDACTED] Mental Health Licensure & [REDACTED]
[REDACTED]
2718 Mail Service Center
Raleigh NC 27607

RE: ARCA Plan of Correction response MHL # 034-004 Intake #NC00233691

Dear Ms. [REDACTED]

Thank you for time, professionalism, and guidance during ARCA's recent investigation. Since 1969, ARCA has remained committed to upholding all state regulations and treats every compliance matter seriously.

Plans of Correction

Type A1 rule violation (10A NCAC 27D.0304) Protection from Harm, Abuse, Neglect, or exploitation. (V512)

As a result of the findings, the following actions have been taken (also noted in the Plan of Protection):

1. Immediate Suspension and subsequent resignation of the employee in question occurred – 10/28/2025.
2. A review ARCA's policies regarding harm, abuse, neglect and exploitation. (10/31/2025)
3. We will be implementing the following:
 - a. Additional training to improve our organizational culture that empowers staff to report improprieties or violations. (Completed by 12/31/2025. HR Manager will ensure compliance.)
 - b. Additional training to address professional etiquette when communicating via email/phone/text. (Completed by 12/31/2025. HR Manager will ensure compliance.)
 - c. Create awareness campaign highlighting our policies that protect client rights. (completed by 12/31/25 – COO ensure compliance.)
 - d. A review of ARCA's Therapeutic Boundaries training with staff.
 - i. Medical staff completed on 10/30/2025.
 - ii. Remainder of staff to be completed by 12/19/2025.
4. All staff will be required to attest that they understand ARCA's policies on boundaries and ethics. They will also attest that they will report any perceived violations. This will be completed by 12/19/2025. HR manager will ensure compliance. (example attached)
5. Effective immediately all departmental quarterly meetings include a review of state regulations and ARCA organizational policies pertaining to abuse, neglect, and exploitation.

Plans of Correction – continued

Type B rule violation for 10A NCAC 27G.0204 Competencies and Supervision of paraprofessionals (V110)

As a result of the findings, ARCA has completed the following:

1. Upon notification of this incident, the employee was immediately suspended and subsequently resigned from ARCA.
2. ARCA has conducted a review of agency policies and procedures regarding ordering prescription medications.
3. Foundational safeguards are already in place. ARCA has a robust framework for preventing rogue behavior by staff in our Employee Handbook, Policy & Procedure manual, and ARCA Nursing Medication Policy.
4. We have created and implemented a new prescription call in log for accountability and awareness. (completed 11/3/2025) A copy of the form is attached for review.
5. ARCA will be implementing additional training to improve our organizational culture that empowers staff to report improprieties or violations. (Completed by 12/31/2025. HR Manager will ensure compliance.)
6. All medical staff will be required to attest and acknowledge their understanding of ARCA's medication and administration policies annually. (example attached)
7. The Director of Nursing (DON) will conduct a review of these policies at all future quarterly meetings.
 - a. CEO will follow up with DON to ensure compliance.

We are confident these measures will prevent future occurrences and better equip our staff to serve our clients in a more professional manner. Links to our training presentations are attached to this email.

Additionally, we have reached out to NCDHHS/DHSR and are setting up an informal and formal virtual discussion to resolve the administrative penalty through enhanced training.

Please advise if you need any additional information or have further questions.

Sincerely,

