

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL0601617	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED 01/23/2026
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NAME OF PROVIDER OR SUPPLIER NOVA TRANSFORMATIONS LLC	STREET ADDRESS, CITY, STATE, ZIP CODE 3326 SISKEY PARKWAY, SUITE 300 MATTHEWS, NC 28105
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V 000	<p>INITIAL COMMENTS</p> <p>An annual survey was completed on 1/23/26. Deficiencies were cited.</p> <p>This facility is licensed for the following service categories: 10A NCAC 27G .4400 Substance Abuse Intensive Outpatient Program and 10A NCAC 27G .4500 Substance Abuse Comprehensive Outpatient Treatment Program.</p> <p>This facility has a current census of 17. The 10A NCAC 27G .4400 Substance Abuse Intensive Outpatient Program has a current census of 8 and the 10A NCAC 27G .4500 Substance Abuse Comprehensive Outpatient Treatment Program has a current census of 9. The survey sample consisted of audits of 2 current clients in the 10A NCAC 27G .4400 Substance Abuse Intensive Outpatient Program and 4 current clients in the 10A NCAC 27G .4500 Substance Abuse Comprehensive Outpatient Treatment Program.</p>	V 000		
V 131	<p>G.S. 131E-256 (D2) HCPR - Prior Employment Verification</p> <p>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.</p> <p>This Rule is not met as evidenced by:</p>	V 131		

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE	TITLE	(X6) DATE
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V 131	<p>Continued From page 1</p> <p>Based on record review and interview, the facility failed to access the Health Care Personnel Registry (HCPR) prior to hiring 1 of 4 audited staff (#1). The findings are:</p> <p>Review on 1/22/26 of Staff #1's personnel file revealed: -Hire date of 11/1/25. -Title of Behavioral Health Technician. -No documentation of the HCPR check being completed.</p> <p>Interview on 1/22/26 with the Human Resources/Quality Assurance Director revealed: -Was responsible for completing HCPR checks. -Did not complete HCPR checks for staff. -Did not think that staff were medical professionals, therefore it was not required. -Would make sure HCPR checks were completed for all staff going forward.</p>	V 131		
V 267	<p>27G .4402 Sub. Abuse Intensive Outpt- Staff</p> <p>10A NCAC 27G .4402 STAFF</p> <p>(a) Each SAIOP shall be under the direction of a Licensed Clinical Addictions Specialist or a Certified Clinical Supervisor who is on site a minimum of 50% of the hours the program is in operation.</p> <p>(b) When a SAIOP serves adult clients there shall be at least one direct care staff who meets the requirements of a Qualified Professional as set forth in 10A NCAC 27G .0104 (18) for every 12 or fewer adult clients.</p> <p>(c) When a SAIOP serves adolescent clients there shall be at least one direct care staff who meets the requirements of a Qualified Professional as set forth in 10A NCAC 27G .0104 (18) for every 6 or fewer adolescent clients.</p>	V 267		

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V 267	<p>Continued From page 2</p> <p>(d) Each SAIOP shall have at least one direct care staff present in the program who is trained in the following areas:</p> <ol style="list-style-type: none"> (1) alcohol and other drug withdrawal symptoms; and (2) symptoms of secondary complications due to alcoholism and drug addiction. <p>(e) Each direct care staff shall receive continuing education that includes the following:</p> <ol style="list-style-type: none"> (1) understanding of the nature of addiction; (2) the withdrawal syndrome; (3) group therapy; (4) family therapy; (5) relapse prevention; and (6) other treatment methodologies. <p>(f) When a SAIOP serves adolescent clients each direct care staff shall receive training that includes the following:</p> <ol style="list-style-type: none"> (1) adolescent development; and (2) therapeutic techniques for adolescents. <p>This Rule is not met as evidenced by: Based on record review and interview, the facility failed to ensure direct care staff received required training for 2 of 2 audited staff (Group Clinician and Primary Therapist). The findings are:</p> <p>Review on 1/22/26 of the Group Clinician's personnel file revealed: -Hire date of 1/6/25. -Met the requirements of the Qualified</p>	V 267		

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V 267	<p>Continued From page 3</p> <p>Professional. -No documentation of required continuing education.</p> <p>Review on 1/22/26 of the Primary Therapist's personnel file revealed: -Hire date of 8/4/25. -Met criteria for Licensed Clinical Addictions Specialist. -No documentation of required continuing education.</p> <p>Interview on 1/22/26 with the Group Clinician revealed: -Provided group therapy in the SAIOP program.</p> <p>Interview on 1/22/26 with the Primary Therapist revealed: -Provided therapy in the SAIOP program.</p> <p>Interview on 1/22/26 and 1/23/25 with the Human Resources/Quality Assurance Director revealed: -Was responsible for ensuring all staff received continuing education. -All training was contracted out to another agency. -Did not have a training curriculum to address continuing education courses in understanding the nature of addiction, the withdrawal syndrome, group therapy, family therapy, relapse prevention and other treatment methodologies. -Requested assistance in locating the rule requiring continuing education.</p> <p>Interview on 1/22/26 with the Executive Director revealed: -The Human Resources/Quality Assurance Director was responsible for ensuring staff received required training.</p>	V 267		

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V 267	Continued From page 4 -Was not aware continuing education was required. -Would incorporate continuing education to meet the requirements into the training program.	V 267		
V 280	27G .4501 Sub. Abuse Comp. Outpt. Tx.- Scope 10A NCAC 27G .4501 Scope (a) A substance abuse comprehensive outpatient treatment program (SACOT) is one that provides a multi-faceted approach to treatment in an outpatient setting for adults with a primary substance-related diagnosis who require structure and support to achieve and sustain recovery. (b) Treatment support activities may be adapted or specifically designed for persons with physical disabilities, co-occurring disorders including mental illness or developmental disabilities, pregnant women, chronic relapse, and other homogenous groups. (c) SACOT shall have a structured program, which includes the following services: (1) individual counseling; (2) group counseling; (3) family counseling; (4) strategies for relapse prevention to include community and social support systems in treatment; (5) life skills; (6) crisis contingency planning; (7) disease management; (8) service coordination activities; and (9) biochemical assays to identify recent drug use (e.g. urine drug screens). (d) The treatment activities specified in Paragraph (c) of this Rule shall emphasize the following: (1) reduction in use and abuse of	V 280		

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V 280	<p>Continued From page 5</p> <p>substances or continued abstinence; (2) the understanding of addictive disease; (3) development of social support network and necessary lifestyle changes; (4) educational skills; (5) vocational skills leading to work activity by reducing substance abuse as a barrier to employment; (6) social and interpersonal skills; (7) improved family functioning; (8) the negative consequences of substance abuse; and (9) continued commitment to recovery and maintenance program.</p> <p>This Rule is not met as evidenced by: Based on record review and interview, the facility failed to operate within the scope of a substance abuse comprehensive outpatient treatment (SACOT) program. The findings are:</p> <p>Review on 1/22/26 of Client #1's record revealed: -Admission Date of 12/30/25. -Diagnoses of Amphetamine-Type Substance Use Disorder, Severe; Cocaine Use Disorder, Severe; Generalized Anxiety Disorder; Major Depressive Disorder, Recurrent, Moderate; Posttraumatic Stress Disorder.</p> <p>Review on 1/22/26 of Client #2's record revealed: -Admission Date of 1/7/26. -Diagnoses of Opioid Use Disorder, Severe; Alcohol Use Disorder, Severe; Cocaine Use Disorder, Severe; Cannabis Use Disorder, Severe; Major Depressive Disorder, Recurrent Episode Moderate; Bipolar II Disorder.</p> <p>Review on 1/22/26 of Client #5's record revealed:</p>	V 280		

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V 280	<p>Continued From page 6</p> <p>-Admission Date of 12/28/25. -Diagnoses of Other Unknown Substance Use Disorder; Opioid Use Disorder, Severe; Generalized Anxiety Disorder; Unspecified Insomnia Disorder.</p> <p>Review on 1/22/26 of Client #6's record revealed: -Admission Date of 12/28/25 -Diagnoses of Other Unknown Substance Use Disorder; Opioid Use Disorder, Severe; Generalized Anxiety Disorder; Unspecified Insomnia Disorder.</p> <p>Interview on 1/22/26 with Client #1 revealed: -Lived in the Partial Hospitalization (PHP)/Sober Living housing operated by the Licensee's sister company. -"Everybody lives at PHP (PHP/Sober Living) housing that is in PHP (SACOT) to my knowledge." -Staff who worked at the PHP/Sober Living transported clients to the SACOT, worked at the SACOT, and then transported clients back to the PHP/Sober Living. -Received mail at the SACOT not the PHP/Sober Living.</p> <p>Interview on 1/22/26 with Client #2 revealed: -Lived in the PHP/Sober Living housing operated by the Licensee's sister company. -Clients who wanted to receive SACOT services had to live at the PHP/Sober Living house. -During his current and previous admissions to the SACOT program all clients who lived at the PHP/Sober Living house also attended the SACOT program and all clients who attended the SACOT program lived at the PHP/Sober Living house. -Was not given options to live in a sober living house not affiliated with the Licensee's sister</p>	V 280		

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V 280	<p>Continued From page 7</p> <p>company. -Received mail at the SACOT not the PHP/Sober Living. -The Behavior Technicians worked at the PHP/Sober Living house and worked at the SACOT. -There was one bill for PHP/Sober Living and SACOT.</p> <p>Interview on 1/22/26 with Client #5 revealed: -Lived in the PHP/Sober Living housing operated by the Licensee's sister company. -Was not allowed to receive SACOT services without living in the PHP/Sober Living. -Received mail at the SACOT not the PHP/Sober Living. -PHP/Sober Living staff who work day shift also work at the SACOT, night shift staff usually only work at the PHP/Sober Living. -Paid one "lump sum payment" to cover both the SACOT and PHP/Sober Living.</p> <p>Interview on 1/22/26 with Client #6 revealed: -Lived in the PHP/Sober Living housing operated by the Licensee's sister company. -Staff #1 worked at both the PHP house and in the SACOT program. -"I could have done IOP (Individual Outpatient), but I wanted to do inpatient so I wasn't tempted to drink."</p> <p>Interview on 1/22/26 with Staff #1 revealed: -Typically worked 1st shift, 8am to 4pm, but had worked other shifts at the PHP/Sober Living house. -Started his workday at the PHP/Sober Living house. -Transported clients to the SACOT program. -Was peer support for the clients.</p>	V 280		

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V 280	<p>Continued From page 8</p> <ul style="list-style-type: none"> -Sometimes assisted with groups. -Took clients to medical appointments. -Opened and checked mail/packages for clients at the SACOT. -Transported clients to the PHP/Sober Living facility. -Clients who lived at the PHP/Sober Living facility had to attend the SACOT. <p>Interview on 1/22/26 with the Primary Therapist revealed:</p> <ul style="list-style-type: none"> -Provided group and individual therapy. -Did not know any thing about "the residential program" (PHP/Sober Living). <p>Interview on 1/22/26 with the Clinical Director revealed:</p> <ul style="list-style-type: none"> -Was responsible for clinical oversight of the SACOT and the Substance Abuse Intensive Outpatient Program (SAIOP). -The clients in the SACOT were "strongly encouraged" to live in the PHP/Sober Living home. <p>Interview on 1/22/26 with the Executive Director revealed:</p> <ul style="list-style-type: none"> -The only difference between the SACOT and SAIOP was that SAIOP clients lived at home and the SACOT clients lived in a Sober Living program. -The living situation for the SACOT clients was up to them. They were allowed to participate in other Sober Living programs if they chose. -The staff who worked at the PHP/Sober Living house were employed by Nova Transformations LLC. 	V 280		
V 281	27G .4502 Sub. Abuse Comp. Outpt. Tx. - Staff	V 281		

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V 281	<p>Continued From page 9</p> <p>10A NCAC 27G .4502 STAFF</p> <p>(a) The SACOT shall be under the direction of a Licensed Clinical Addictions Specialist or a Certified Clinical Supervisor who is on site a minimum of 90% of the hours the program is in operation.</p> <p>(b) For each SACOT there shall be at least one direct care staff who meets the requirements of a Qualified Professional as set forth in 10A NCAC 27G .0104 (18) for every 10 or fewer clients.</p> <p>(c) Each SACOT shall have at least one direct care staff present in the program who is trained in the following areas:</p> <ol style="list-style-type: none"> (1) alcohol and other drug withdrawal symptoms; and (2) symptoms of secondary complications due to alcoholism and drug addiction. <p>(d) Each direct care staff shall receive continuing education that includes the following:</p> <ol style="list-style-type: none"> (1) understanding of the nature of addiction; (2) the withdrawal syndrome; (3) group therapy; (4) family therapy; (5) relapse prevention; and (6) other treatment methodologies. <p>This Rule is not met as evidenced by: Based on record review and interview, the facility failed to ensure direct care staff received required training for 3 of 3 audited staff (Staff #1, Primary Therapist, Clinical Director). The findings are:</p>	V 281		

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V 281	<p>Continued From page 10</p> <p>Review on 1/22/26 of Staff #1's personnel file revealed: -Hire date of 11/1/25. -Title of Behavioral Health Technician. -No documentation of required continuing education.</p> <p>Review on 1/22/26 of the Primary Therapist's personnel file revealed: -Hire date of 8/4/25. -Met criteria for Licensed Clinical Addictions Specialist (LCAS). -No documentation of required continuing education.</p> <p>Review on 1/22/26 of the Clinical Director's personnel file revealed: -Hire date of 1/6/25. -Met criteria for LCAS. -No documentation of required continuing education.</p> <p>Interview on 1/22/26 with Staff #1 revealed: -Provided transportation to and from the SACOT program. -Provided peer support. -Took clients to the gym. -Sometimes assisted with group therapy.</p> <p>Interview on 1/22/26 with the Primary Therapist revealed: -Provided group and individual therapy.</p> <p>Interview on 1/22/26 with the Clinical Director revealed: -Provided clinical oversight for the facility. -Provided therapy.</p> <p>Interview on 1/22/26 and 1/23/26 with the Human Resources/Quality Assurance Director revealed:</p>	V 281		

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V 281	<p>Continued From page 11</p> <ul style="list-style-type: none"> -Was responsible for ensuring all staff received required training. -All training was contracted out to another agency. -Did not have a training curriculum to address continuing education courses in understanding the nature of addiction, the withdrawal syndrome, group therapy, family therapy, relapse prevention and other treatment methodologies. -Requested assistance in locating the rule requiring continuing education. <p>Interview on 1/22/26 with the Executive Director revealed:</p> <ul style="list-style-type: none"> -The Human Resources/Quality Assurance Director was responsible for ensuring staff received required training. -Was not aware continuing education was required. -Would incorporate continuing education to meet the requirements into the training program. 	V 281		