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V 000	INITIAL COMMENTS A complaint and follow up survey was completed on February 13, 2026. The complaints were substantiated (Intake #NC00235638 and #NC00235659). A deficiency was cited. The facility is licensed for the following service category: 10A NCAC 27G .1900 PRTF Psychiatric Residential Treatment Facility for children and adolescents. The facility is licensed for twelve and has a current census of eight. The survey sample consisted of audits of three current clients and three former clients.	V 000		
V 112	27G .0205 (C-D) Assessment/Treatment/Habilitation Plan 10A NCAC 27G .0205 ASSESSMENT AND TREATMENT/HABILITATION OR SERVICE PLAN (c) The plan shall be developed based on the assessment, and in partnership with the client or legally responsible person or both, within 30 days of admission for clients who are expected to receive services beyond 30 days. (d) The plan shall include: (1) client outcome(s) that are anticipated to be achieved by provision of the service and a projected date of achievement; (2) strategies; (3) staff responsible; (4) a schedule for review of the plan at least annually in consultation with the client or legally responsible person or both; (5) basis for evaluation or assessment of outcome achievement; and (6) written consent or agreement by the client or responsible party, or a written statement by the	V 112		

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V 112	Continued From page 1 provider stating why such consent could not be obtained. This Rule is not met as evidenced by: Based on record reviews and interviews the facility failed to develop and implement goals and strategies to address the needs of one of three audited clients (client #1) and three of three former clients (former client #4, former client #5 and former client #6). The findings are: Review on 1/29/26 of client #1's record revealed: -Admission date of 11/24/25. -Diagnoses of Attention Deficit Hyperactivity Disorder (ADHD), Major Depressive Disorder, Disruptive Mood Dysregulation Disorder, Oppositional Defiant Disorder and Post Traumatic Stress Disorder. -16 years old. -A comprehensive clinical assessment (CCA) dated 12/01/25- " ...The client has a significant history of eloping, usually at night, and would return before sunrise. She was caught leaving with an unidentified male on various occasions. The client reported that she was only leaving to get something to eat." -The Person-Centered Plan (PCP) was dated 1/14/26. -The PCP had no goals or strategies to address elopement.	V 112		

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Review on 1/29/26 of former client #4's record revealed:
-Admission date of 10/20/25.
-Diagnoses of Adjustment Disorder with Mixed Disturbance of Emotions, Generalized Anxiety Disorder and ADHD.
-13 years old.
-Discharge date was 1/22/26.
-A CCA dated 10/24/25 - " ...Records from 7/2025 note the client eloped from placement on 6/10/25 with a male peer, age 14, with previous client disclosure of engaging in sexual intercourse between them during the elopement. The client was found weeks later staying with another older male whom she had met before, but did not remember where. That man contacted the police to pick up the client ..."
-The PCP dated 12/16/25.
-The PCP had no goals or strategies to address elopement.

Review on 1/29/26 of former client #5's record revealed:
-Admission date of 1/5/26.
-Diagnoses of Disruptive Mood Dysregulation Disorder, Conduct Disorder, Generalized Anxiety Disorder, Post Traumatic Stress Disorder and ADHD.
-Discharge date was 1/22/26.
-17 years old.
-A comprehensive clinical assessment dated 1/9/26- " ...history of gang involvement, loss/grief, verbal/physical aggression, oppositional, manipulation, deception, self-destructive behavior, lying, depression/anxiety, stealing (motor vehicle theft), elopement and absent without official leave (AWOL)."
-The PCP dated 12/15/25 was accepted and reviewed as an appropriate plan.
-The PCP had no goals or strategies to address

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V 112	Continued From page 3 elopement. Review on 1/29/26 of former client #6's record revealed: -Admission date of 10/20/25. -Diagnoses of ADHD, Oppositional Defiant Disorder, Generalized Anxiety Disorder, Major Depressive Disorder and Post Traumatic Stress Disorder. -17 years old. -Discharge date was 1/22/26. -A comprehensive clinical assessment (CCA) dated 10/24/25 - " ...Was in a level 3 group home and awaiting placement in a Psychiatric Residential Treatment Facility; history of assault, running away (8 times in the past year), anxiety, property destruction and substance use (alcohol and marijuana); had numerous placements, eloped from Department of Social Service office." -The PCP was dated 12/5/25. -The PCP had no goals or strategies to address elopement. Review on 1/30/26 and 2/5/26 of the North Carolina Incident Response Improvement System (IRIS) from November 1, 2025 thru January 19, 2026 revealed: -Client #1 eloped from the facility on 1/19/26. -Former client #4 eloped from the facility on 12/4/25 and 1/19/26. -Former client #5 eloped from the facility on 1/19/26. -Former client #6 eloped from the facility on 11/23/25, 11/24/25, 12/4/25 and 1/5/26. Interview on 1/30/26 with client #1 revealed: -She eloped from her previous placement to get some food. -"I mean I came back. Before that I was in foster care and ran away there too."	V 112		

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-They (former client #4 and former client #5) planned to leave the facility.
-She was not sure of the specific date as former client #4 was the coordinator with the adult male.
-She went to her room, put on her shoes and one of the other clients kicked open the door on the unit on 1/19/26.
-"I was in the back, I don't know who kicked the door. I did close it and kept running."
-She was taken to a family member house eighty miles away from the facility.

Interview on 2/6/26 with former client #4 revealed:
The adult male she considered to be like a "father figure".
-She ran away from a previous placement and connected with the adult male in the community.
-"You could pop the door lock to the nurse office."
-"Can bust it down with your hip or kick it. Since I been there door been easy to open."
-Another client had previously kicked the unit door and left the facility.
-"We ran and kicked the door and went through it."
-"The white door by the front door was unlocked and the main door always open."
-"She took the cordless phone from the nurses station."
-"I took the phone to the bathroom, made the call (to the adult male) and returned the phone back to the nurses station."
-"Staff were around not paying attention."
-"We had been planning to leave for about a week."
-On 1/19/26 client #1, former client #4 and former client #5 all walked down the hall at different times to get their shoes.
-Staff #3 was on the hall, staff #1 and former staff #5 were in the common area and staff #2 was in the kitchen.

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-"Somebody said comeback, someone got in their cars- [staff #2] and somebody, I don't remember."
-"Took us almost 2 hours to get to the waiting spot. We kept having to hide from staff and the police."
-"The adult male was already waiting for us in the meeting spot, the neighborhood."
-"We told him to wait and drive around the neighborhood until we contacted him."
-She went to a stranger in the neighborhood and asked to use their phone.
-"He (adult male) was only a few houses away in the neighborhood."
-The adult male took everyone to their destinations.
-Client #1 went to be with her family in town approximately 80 miles away.
-Former client #5 went to be with her family in town approximately 42 miles away.
-"I was found with the adult male while at the gas station two days later."
-"I was staying with him (adult male) at his home located 31 miles away from the facility."
-"The officer noticed me in the car. We were on the way to see [former client #5]."
-Her goal is to be in foster care or group home.
- "I have been at previous placements and gonna refuse being in placements because I don't want to be there. I want to be with him."

Interview on 2/3/26 with former client #5 revealed:
-"We [client #1 and former client #4] planned to leave the facility."
-"[Former client #4] knew the adult male that picked us up in the community."
-"We just busted through the door on the unit. The front door is always open."
-A former client broke the door on the unit when she ran away on 12/4/25.
-"We took off running and didn't look back."

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-"He picked us up in the 'hood', across the highway from [store with yellow sign]."
-"He dropped me off at my father's home in [city] one hour away."
-The father's home was forty-two miles away from the facility.
-"The adult male that had [former client #4] told on us and told where he took me and [client #1]."

Interviews with former client #6 were unsuccessful.
-Attempted phone calls with former client #6 legal guardian on 2/4/25, 2/5/26 and 2/6/26.
-Unable to leave a message as mailbox was full.

Interview on 1/30/26 with staff #1 revealed:
-The incident took place around 6:45pm on 1/19/26.
-She and former staff #5 were in the common area with the clients on.
-Staff #2 was in the kitchen unclogging the sink, staff #3 was sitting in the hallway monitoring client #2 who had went to bed and staff #4 had stepped off the unit to get something from her car.
-"The clients were acting different- watching the moves of staff and getting the clients to ask questions."
-"[Client #1], [former client #4] and [former client #5] started to complain their stomach hurt and needed to use the bathroom, one by one but they snuck on the hall, put on their jackets. [Client #1] had a cheetah print blanket wrapped around her shoulders."
-The clients asked her something and she looked up "they (client #1, former client #4 and former client #5) all locked arms and kicked the door on the unit and took off running."
-She was unaware that clients did not have goals or strategies to address elopement.

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Interview on 1/30/26 with staff #2 revealed:
-He was in the kitchen unclogging the drain on 1/19/26, the day of the incident.
-Clients had just had dinner.
-Client #1, former client #4 and former client #5 stated they were not hungry, disliked the prepared meal and declined their alternative option for dinner.
-He heard the "boom" and came to the kitchen door and staff #1 informed him of the elopement of the three clients (client #1, former client #4 and former client #5).
-"I immediately ran out and got in my car to start searching. I went through neighborhoods, ran through the puddles in the cold. I kept looking until 4:15am."
-Other staff came in to help search for the clients that evening as well.
-She was unaware that clients did not have goals or strategies to address elopement.

Interview on 2/5/26 with staff #3 revealed:
-She was sitting in the hallway by the bedroom of client #2 who had went to bed early on 1/19/26.
-She heard a "boom" and saw client #1, former client #4 and former client #5 kicked open the door on the unit and running down the hallway to the front door.
-She was unaware that clients did not have goals or strategies to address elopement.

Interview on 2/6/26 with staff #4 revealed:
-"Prior to the day of the incident, they wanted me to get them the phone from the nurse office and I told them no." They then said we are gonna try to take the phone and distract the nurse and take it to make a call."
-"I hid the phone in the staff cubby area in the hallway."
-She informed the House Manager, staff #1 and

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staff #2 the later part of the week/into the weekend before they eloped from the facility of their trying to access the phone to call this guy and leave the facility.
-The House Manager, staff #1 or staff #2 provided no response to being informed about the girls (clients) plan to leave the facility.
-"The girls (clients) were plotting all day; kept saying they can't wait to get out of here."
-On 1/19/26, the date of the incident, she had made dinner and the sink was clogged and requested help to unclog the sink.
-Staff #2 went into the kitchen to assist with unclogging the kitchen sink.
-She went outside to her car to get a soda from her trunk.
-The drink was in a can, so she was not allowed to bring the drink on the unit, so she stood in the doorway of the House Manager office and drank the soda.
-"I heard three booms like someone was kicking the doors."
-"I was told the girls (clients) had a running start from the hallway and kicked through the doors.
-"[House Manager] and I yelled for them to comeback, but they kept going. I went and got my car keys and jumped in my car to go searching."
-She along with the House Manager and staff #2 all searched for the clients in their cars.
-She was not aware of the clients not having goals or strategies to address elopement.

Interview with former staff #6 was unsuccessful.
-Attempted phone calls were made on 1/30/26, 2/4/26, 2/5/26 and 2/6/26.
-Voicemail was not set up and unable to leave a message.
-Requested assistance from the House Manager and the Executive Director on 1/30/26 to make

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contact.
-Both the House Manager and the Executive Director stated they called and she did not respond to their calls.

Interview on 2/5/26 with the House Manager revealed:
-She was not in the building when the 1/19/26 elopement incident occurred.
-She was getting off work and heading to her car.
-"I grabbed arm of [client #1] as she was going by but she jerked away and kept going."
-She returned back in the building and contacted the Executive Director and then called the police.
-"The door on the unit remained locked. The glass door and the door to enter the office area are always unlocked. The door to the conference room, door to exit the conference room and the exit door on the hallway is locked as well."
-"This is the longest clients have been away from the facility. Normally we are able to locate them."

Interview on 2/13/26 with the Director of Operations revealed:
-The facility was staff secure and not a locked facility.
-The main entrance door and door entering the administrative offices are not locked.
-The exit door on the hall with the client bedrooms, kitchen, conference room, door leaving the conference room and door to the unit are locked.
-Staff are to contact the House Manager, the House Manager notifies the Executive Director and the Executive Director notifies him.
-He was made aware of all elopements that occur at the facility.
-He acknowledged client #1, former client #4, former client #5 and former client #6 plans did not have strategies to address elopement.

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V 112	Continued From page 10 Review on 2/13/26 of the Plan of Protection written by the Chief Executive Officer dated 2/13/26 revealed: "What immediate action will the facility take to ensure the safety of the consumers in your care? 1. Upon initial review of incoming admission documentation both he clinician and care manager will access all prior Tx (treatment) goals and address pertinent concerns such as elopement during the Intake and development of PCP and clinical goals. 2. All goals will be reviewed at the initial Child and Family Team meeting (PCP Goals) with the Tx team. Clinical will review all therapy goals of new admissions during the monthly Clinical Team meeting and address prior, existing and new Tx goal concerns. Describe your plans to make sure the above happens. Care management and clinical will revise current documentation to capture prior existing and new treatment goal concerns upon admission and ongoing with monthly reviews at the CFT meetings. This will include both clinical and PCP Tx goals. All documentation will be reviewed and updated over the next 45 days by the c/s next CFT review date." Clients at the facility had diagnoses of Adjustment Disorder with Mixed Disturbance of Emotions, Attention Deficit Hyperactivity Disorder, Disruptive Mood Dysregulation Disorder, Generalized Anxiety Disorder, Oppositional Defiant Disorder and Post Traumatic Stress Disorder. Client #1, former client #4, former client #5 and former client #6 all had history of elopement. There were no goals and strategies in any of their PCP's addressing the elopement. Former client #4 eloped from a previous placement with the 26-year-old. Former client #4 and former client #6 eloped together on 12/4/25. Client #1, former	V 112		

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V 112	Continued From page 11 client #4 and former client #5 all eloped together on 1/19/26. The local police located former client #4 on 1/21/26 thirty-one miles away from the facility. Once taken into custody the adult male shared the locations of client #1 and former client #5. Client #1 was located on 1/22/26 eighty miles away from the facility and former client #5 was located on 1/21/26 forty-two miles from the facility. This deficiency constitutes a Type A1 rule violation for serious neglect and must be corrected within 23 days.	V 112		