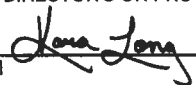


Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>MHL087-016</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING: _____	(X3) DATE SURVEY COMPLETED  <b>02/25/2026</b>
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NAME OF PROVIDER OR SUPPLIER  <b>HAWTHORN HEIGHTS</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>656 BLACK HILL ROAD BRYSON CITY, NC 28713</b>
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(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	<p><b>INITIAL COMMENTS</b></p> <p>An annual survey was completed on 2/25/26. Deficiencies were cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G .5100 Community Respite Services for Individuals of All Disability Groups.</p> <p>The facility is licensed for 9 and has a current census of 7. The survey sample consisted of audits of 3 current clients.</p>	V 000		
V 131	<p><b>G.S. 131E-256 (D2) HCPR - Prior Employment Verification</b></p> <p><b>G.S. §131E-256 HEALTH CARE PERSONNEL REGISTRY</b> (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: Based on record review and interview, the facility failed to ensure each staff member had no substantiated findings of abuse or neglect listed on the North Carolina Health Care Personnel Registry (HCPR) prior to an offer of employment for 2 of 3 audited staff (Staff #1,#2). The findings are:</p> <p>Review on 2/25/26 of Staff #1's record revealed:</p>	V 131	<p>The agency has revised its onboarding procedures to ensure full compliance with regulatory requirements. A standardized pre-employment checklist has been implemented and must be completed in full prior to any new hire beginning work. This checklist now explicitly includes verification that a HCPR check has been completed in compliance with G.S. §131E-256.</p> <p>The Executive Director is responsible for completing the HCPR check and documenting the results in the employee's personnel file prior to the employee's first day of work. No employee will be permitted to begin duties or be scheduled for shifts until verification of the completed HCPR check is documented.</p> <p>To ensure compliance, the Executive Director will review and sign off on the completed onboarding checklist before assigning a start date. Additionally, a secondary review of all new hire personnel files will be conducted by the Executive Director (or designee) within 5 business days of hire to confirm all pre-employment requirements, including the HCPR check, have been properly completed and documented. Any identified deficiencies will be addressed immediately.</p>	03/23/26

Division of Health Service Regulation LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE 	TITLE Executive Director	(X6) DATE 03/23/2026
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V 131	Continued From page 1  -Date of hire: 10/2/25 as youth care worker. -Initial HCPR check was completed 10/16/25.  Review on 2/25/26 of Staff #2's record revealed: -Date of hire: 5/27/25 as youth care worker. -Initial HCPR check was completed 6/11/25.  Interview on 2/25/26 with the Executive Director revealed: -Was responsible for completing HCPR checks for new employees. -Will try to remember to complete HCPR checks when offer letters are sent.	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	V 133	The agency has revised its hiring and onboarding procedures to ensure full compliance with G.S. §122C-80. A standardized pre-employment checklist has been implemented and must be completed in full prior to any new hire beginning work. This checklist now explicitly includes verification that fingerprinting has been completed for new hires who have been a resident of North Carolina for less than 5 years.  The Executive Director is responsible for completing the fingerprinting check and documenting the results in the employee's personnel file prior to the employee's first day of work. No employee will be permitted to begin duties or be scheduled for shifts until verification of the completed fingerprinting check is documented. Fingerprinting requests shall be made within 5 business days of making the conditional offer of employment.  To ensure compliance, the Executive Director will review and sign off on the completed onboarding checklist before assigning a start date. Additionally, a secondary review of all new hire personnel	03/23/26

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V 133	Continued From page 2  on consent to a State criminal history record 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	V 133	files will be conducted by the Executive Director (or designee) within 5 business days of hire to confirm all pre-employment requirements, including the fingerprinting check, have been properly completed and documented. Any identified deficiencies will be addressed immediately.	

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V 133	<p>Continued From page 3</p> <p>conditional offer of employment by the provider. 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.</p> <p>(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:</p> <ol style="list-style-type: none"> <li>(1) The level and seriousness of the crime.</li> <li>(2) The date of the crime.</li> <li>(3) The age of the person at the time of the conviction.</li> <li>(4) The circumstances surrounding the commission of the crime, if known.</li> <li>(5) The nexus between the criminal conduct of the person and the job duties of the position to be filled.</li> <li>(6) The prison, jail, probation, parole, rehabilitation, and employment records of the person since the date the crime was committed.</li> <li>(7) The subsequent commission by the person of a relevant offense.</li> </ol> <p>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.</p> <p>(d) Limited Immunity. - A provider and an officer</p>	V 133		
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V 133	<p>Continued From page 4</p> <p>or employee of a provider that, in good faith, complies with this section shall be immune from civil liability for:</p> <p>(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.</p> <p>(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.</p> <p>(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</p>	V 133		
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V 133	<p>Continued From page 5</p> <p>29, Bribery; Article 31, Misconduct in Public 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.</p> <p>(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.</p> <p>(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:</p> <p>(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.</p> <p>(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.)</p>	V 133		

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V 133	<p>Continued From page 6</p> <p>This Rule is not met as evidenced by: Based on record review and interview, the facility failed to request fingerprints (to include State Bureau of Investigation (SBI) national criminal background check) for individuals who had lived in North Carolina (NC) for less than five years within five business days of making the conditional offer of employment for 1 of 3 audited staff (Staff #1). The findings are:</p> <p>Review on 2/25/26 of Staff #1's record revealed: -Date of hire: 10/2/25 as youth care worker. -Initial criminal background check was ordered on 9/3/25 but did not include fingerprints.</p> <p>Interview on 2/25/26 with Staff #1 revealed: -Had moved back and forth between North Carolina and Colorado for the past several years.</p> <p>Interview on 2/25/26 with the Executive Director revealed: -Was responsible for completing background checks for new employees. -She was aware Staff #1 needed fingerprints but Staff #1 had difficulty finding a local law enforcement office that would run the fingerprints.</p>	V 133		