

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL029-142	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____	(X3) DATE SURVEY COMPLETED 12/04/2025
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NAME OF PROVIDER OR SUPPLIER MACS VILLAGE LLC	STREET ADDRESS, CITY, STATE, ZIP CODE 205 PRINCETON CROSSING THOMASVILLE, NC 27360
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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>INITIAL COMMENTS</p> <p>An annual and complaint survey was completed on December 4, 2025. The complaint was unsubstantiated (intake NC00234518). A deficiency was cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G .1700 Residential Treatment Staff Secure for Children or Adolescents.</p> <p>This facility is licensed for 4 and has a current census of 4. The survey sample consisted of audits of 3 current clients.</p>	V 000		
V 296	<p>27G .1704 Residential Tx. Child/Adol - Min. Staffing</p> <p>10A NCAC 27G .1704 MINIMUM STAFFING REQUIREMENTS</p> <p>(a) A qualified professional shall be available by telephone or page. A direct care staff shall be able to reach the facility within 30 minutes at all times.</p> <p>(b) The minimum number of direct care staff required when children or adolescents are present and awake is as follows:</p> <p>(1) two direct care staff shall be present for one, two, three or four children or adolescents;</p> <p>(2) three direct care staff shall be present for five, six, seven or eight children or adolescents; and</p> <p>(3) four direct care staff shall be present for nine, ten, eleven or twelve children or adolescents.</p> <p>(c) The minimum number of direct care staff during child or adolescent sleep hours is as follows:</p> <p>(1) two direct care staff shall be present and one shall be awake for one through four</p>	V 296	<p>Management members will continue to provide monthly and weekly schedules that reflect two staff members, always scheduled as per state rules.</p> <p>We will ensure this will not be an occurring issue by keeping a management member on call daily.</p> <p>Facility director, Assistant Director, QPs and house managers will monitor this situation daily.</p> <p style="text-align: right;">RECEIVED APR 02 2026 DHSR-MH Licensure Sect</p>	

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

Christy Thomas
Christy Thomas

TITLE (X6) DATE

Assistant Director 12-18-25

Division of Health Service Regulation

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V 296	<p>Continued From page 1</p> <p>children or adolescents; (2) two direct care staff shall be present and both shall be awake for five through eight children or adolescents; and (3) three direct care staff shall be present of which two shall be awake and the third may be asleep for nine, ten, eleven or twelve children or adolescents. (d) In addition to the minimum number of direct care staff set forth in Paragraphs (a)-(c) of this Rule, more direct care staff shall be required in the facility based on the child or adolescent's individual needs as specified in the treatment plan. (e) Each facility shall be responsible for ensuring supervision of children or adolescents when they are away from the facility in accordance with the child or adolescent's individual strengths and needs as specified in the treatment plan.</p> <p>This Rule is not met as evidenced by: Based on observations and interviews, the facility staff failed to ensure two direct care staff were present, the minimum number required, when clients were present and awake in the facility, for 1 of 3 audited clients (#2). The findings are:</p> <p>Observations on 12/4/25 from 10:04am to 10:47am of the facility revealed: -Staff #1 was present with client #2 -There were no other staff members present in the facility</p>	V 296		

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V 296	<p>Continued From page 2</p> <p>Interview on 12/4/25 with staff #1 revealed: -Worked third shift last night and the other staff member left at 7am -There were usually two staff on every shift.</p> <p>Interview on 12/4/25 with client #2 revealed: -There were two staff on every shift usually -She had been with just one staff since early this morning -Had been suspended from school on Tuesday (12/2/25)</p> <p>Interview on 12/4/25 with the Licensed Professional revealed: -Had always seen two staff on each shift at the facility. -That (having just one staff present with one client) sounds like a lapse to me."</p> <p>Interview on 12/4/25 with the Qualified Professional revealed: -There were supposed to be 2 staff on each shift except "when a client was suspended and then there's only one."</p> <p>Interview on 12/4/25 with the Director revealed: -Was aware there were to be 2 staff on each shift -With budget cuts, when a client was suspended, there was only one staff present with client #2. -Had several staff members that could be at the facility within less than 10 minutes.</p>	V 296		