

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL034-399	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED 03/03/2026
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NAME OF PROVIDER OR SUPPLIER HOME OF A SECOND CHANCE, I	STREET ADDRESS, CITY, STATE, ZIP CODE 6891 NEELY WAY RURAL HALL, NC 27045
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V 000	<p>INITIAL COMMENTS</p> <p>An annual survey was completed on March 3, 2026. Deficiencies were 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 2. The survey sample consisted of audits of 2 current clients.</p>	V 000		
V 108	<p>27G .0202 (F-I) Personnel Requirements</p> <p>10A NCAC 27G .0202 PERSONNEL REQUIREMENTS</p> <p>(f) Continuing education shall be documented.</p> <p>(g) Employee training programs shall be provided and, at a minimum, shall consist of the following:</p> <ol style="list-style-type: none"> (1) general organizational orientation; (2) training on client rights and confidentiality as delineated in 10A NCAC 27C, 27D, 27E, 27F and 10A NCAC 26B; (3) training to meet the mh/dd/sa needs of the client as specified in the treatment/habilitation plan; and (4) training in infectious diseases and bloodborne pathogens. <p>(h) Except as permitted under 10a NCAC 27G .5602(b) of this Subchapter, at least one staff member shall be available in the facility at all times when a client is present. That staff member shall be trained in basic first aid including seizure management, currently trained to provide cardiopulmonary resuscitation and trained in the Heimlich maneuver or other first aid techniques such as those provided by Red Cross, the American Heart Association or their</p>	V 108		

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V 108	<p>Continued From page 1</p> <p>equivalence for relieving airway obstruction. (i) The governing body shall develop and implement policies and procedures for identifying, reporting, investigating and controlling infectious and communicable diseases of personnel and clients.</p> <p>This Rule is not met as evidenced by: Based on observation, record review and interview, the facility failed to ensure at least 1 staff member who was trained in First Aid and Cardiopulmonary Resuscitation (CPR) was available at all times when a client was present for 2 of 3 audited staff (Staff #1 and #2). The findings are:</p> <p>Observation on 2/26/26 at 2:10 pm of facility staffing revealed: - 2 staff (Staff #1 and #2) were present in the facility with 2 clients (Clients #1 and #2).</p> <p>Review on 3/2/26 of Staff #1's personnel record revealed: -Hire date of 11/19/25. -Position as a paraprofessional. -12/6/25 American Red Cross (ARC) training certificate with a digital code on the certificate that identified an individual's name which did not match Staff #1's name.</p> <p>Review on 3/2/26 of Staff #2's personnel record revealed: -Hire date of 7/12/23. -Position as a paraprofessional.</p>	V 108		

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V 108	<p>Continued From page 2</p> <p>-6/1/25 ARC training certificate with a digital code on the certificate that identified an individual's name which did not match Staff #2's name.</p> <p>Review on 3/3/26 of an email dated 3/3/26 and sent at 7:24 am from the Owner #1/Director/Associate Professional (O#1/D/AP) revealed: -"After doing my research [Staff #2]'s CPR has expired and [Staff #1] due to financial issues has received all trainings except for the first aid/cpr ..." -Staff #1 and #2 were scheduled for training on 3/3/26 at 7:00 pm. -She had arranged for a new First Aid/CPR instructor "going forward."</p> <p>Interview on 2/26/26 with Staff #1 revealed: -She received training in First Aid and CPR by an in-person instructor. -All her required trainings, which included First Aid and CPR, were up to date.</p> <p>Interview on 2/26/26 with Staff #2 revealed: -(O#1/D/AP) had to leave the facility for a family emergency. -He was trained in First Aid and CPR.</p> <p>Interview on 3/2/26 with the O#1/D/AP revealed: -The 2 individuals named in the digital codes on Staff #1 and #2's First Aid and CPR training certificate were different from Staff #1 and #2 and had not worked as staff at the facility in over a year. -She would arrange for Staff #1 and #2 to be trained in First Aid and CPR as soon as possible and would make sure a staff who was current in their training was at the facility.</p>	V 108		

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V 112	Continued From page 3	V 112		
V 112	<p>27G .0205 (C-D) Assessment/Treatment/Habilitation Plan</p> <p>10A NCAC 27G .0205 ASSESSMENT AND TREATMENT/HABILITATION OR SERVICE PLAN</p> <p>(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.</p> <p>(d) The plan shall include:</p> <ol style="list-style-type: none"> (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 provider stating why such consent could not be obtained. <p>This Rule is not met as evidenced by: Based on record review and interview, the facility failed to develop and implement goals and strategies to address the needs of 2 of 2 clients</p>	V 112		

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V 112	<p>Continued From page 4</p> <p>(Client #1 and #2). The findings are:</p> <p>Review on 2/27/26 of Client #1's record revealed: -Admission date of 11/27/24. -Diagnoses of Adjustment Disorder with mixed disturbance of emotions and conduct and Post-Traumatic Stress Disorder. -Age: 13 years. -History of elopement, disruptive behaviors and sexualized behaviors. -1/12/26 treatment plan had no goals or strategies which addressed Client #1's elopement behaviors.</p> <p>Review on 2/27/26 of Client #2's record revealed: -Admission date of 9/26/25. -Diagnoses of Attention-Deficit Hyperactivity Disorder, Oppositional Defiant Disorder, and Disruptive Mood Dysregulation Disorder. -Age: 13 years. -History of emotional outbursts, verbal and physical aggression, property destruction, peer conflict and defiance. -1/8/26 treatment plan had: -"Most behavioral issues by starting fights with peers and (he) threatened to take a gun to school and kill his peers." -No goals or strategies which addressed Client #2's elopements and homicidal ideation.</p> <p>Review on 2/27/26 of the facility's Level II incident reports from 11/2/25 to 2/26/26 revealed: -1/1/26 at 12:00 am, Clients #1 and #2 eloped from the facility through bedroom windows and admitted to law enforcement after their return to the facility they had broken into nearby cars and stole a pack of cigarettes and money. -1/12/26 between 11:10 pm- 11:26 pm, Clients #1 and #2 eloped from the facility, broke into nearby vehicles and stole 3 firearms which they</p>	V 112		

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V 112	<p>Continued From page 5</p> <p>concealed in the neighborhood and which were recovered by law enforcement.</p> <p>-Prior to the 1/1/26 and 1/12/26 elopements, Clients #1 and #2 eloped from the facility on 12/19/25 which required a law enforcement response.</p> <p>-2/12/26 at 5:00 pm, Client #2 eloped from the facility with a law enforcement response.</p> <p>-2/26/26 at around 10:20 am, Client #2 eloped from the facility and went to Staff #1's house which was approximately 5 blocks away from the facility. Client #2 was located at Staff #1's house by law enforcement.</p> <p>Interview on 2/26/26 with Client #1 revealed:</p> <p>-He walked out of school on 2/26/26 and was placed in out of school suspension for 3 days.</p> <p>-The last time he eloped from the facility was March 2025.</p> <p>-"I don't have a reason to run away from here (facility)."</p> <p>Interview on 3/2/26 with Client #1's Department of Social Services (DSS) guardian revealed:</p> <p>-Client #1's elopements had been escalating since January 2026, "where he was running away, breaking into cars and stealing guns."</p> <p>-Client #1 was sent to detention for about 19 days (1/21/26-2/9/26) for breaking into cars and theft, and he was allowed to return to the facility on the condition that cameras were installed at the facility.</p> <p>-Client #1 eloped from the facility on 3/1/26 at 3:34 pm, which involved a law enforcement response and Client #1's return to the facility that same day.</p> <p>-Client #1's response to why he was running away was his older sibling told him it was okay to run away from the facility.</p>	V 112		

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V 112	<p>Continued From page 6</p> <p>Interview on 2/26/26 with Client #2 revealed: -"I walked away in January (2026); it was New Years. Me and [Client #1] walked off. We went to apartments nearby. The police got called but we came back on our own."</p> <p>Interview on 2/26/26 with Staff #1 revealed: -She began work as a paraprofessional 4 months ago and worked 2nd shift. -Client #2 walked to her house this morning around 10:20 am; her house was located in the same neighborhood but not within line of sight of the facility. -Client #2 did not give a reason why he came to her house. She returned him to the facility in her car. -Client #2 came to her home "a few weeks ago." I was not aware of any staff with him. I called and texted [Owner #1/Director/Associate Professional (O#1/D/AP)] about him being there and I would bring him back (to facility)." -" ... a few weeks ago," Client #2 had in his possession "something that was in my car. I cannot prove he stole it, but I asked him to turn it over to me." -She called the O#1/D/AP when a client eloped from the facility. -Police were called when a client eloped from the facility and was absent for "15 minutes or more."</p> <p>Interviews on 2/27/26, 3/2/26 and 3/3/26 with the O#1/D/AP revealed: -Confirmed Clients #1 and #2's elopement incidents between 1/1/26-2/26/26. -"On 1/12/26, [Clients #1 and #2] stole 3 guns out of vehicles that were at the apartments.[Clients #1] said he was going to sell the guns to an uncle." -On 1/14/26, she was notified by law enforcement that Clients #1 and #2 had concealed the stolen</p>	V 112		

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V 112	<p>Continued From page 7</p> <p>guns under a recreational vehicle directly across the street from the facility.</p> <p>-Client #2 stole a ski mask from Staff #1's car; "[Staff #1] found it (ski mask) on his person."</p> <p>-An exterior camera was installed at the front porch of the facility before Client #1's discharge from detention. The front exterior camera faced Client #1's bedroom window but did not face Client #2's bedroom window.</p> <p>-She had ordered window alarms for Clients #1 and #2's bedroom windows but did not provide documentation of the order until 3/3/26.</p> <p>-On 3/1/26 at around 12:00 noon, Clients #1 and #2 eloped from the facility, and were located near a school and were returned to the facility by law enforcement.</p> <p>-"They (Clients #1 and #2) sat in the police car when they were brought back here. One of them (Client #1 or #2) said 'Let us out, we'll run again.'"</p> <p>-The next morning, she "filled in" Client #1's guardian about his elopement. "He (Client #1) said he didn't want to go back to detention so he decided to run and hopefully catch a ride."</p> <p>-Client #2's guardian refused to come and pick him up from the facility on 3/1/26 because "they (the parents) were scared of him," and Client #2 said he ran away because Client #1 ran away.</p> <p>-"They (Clients #1 and #2) were supposed to be in their rooms writing in their journals about their 10-year plans and then we were going to have group and discuss their plans."</p> <p>-"We (staff) were keeping 15-minute checks on them. They (Clients #1 and #2) sneaked out around 12:00 noon and we contacted the police."</p> <p>-She had not installed the motion sensor flood lights which were delivered to her on 2/7/26 because she had not received permission from the landlord for the installation.</p> <p>-"If they (Clients #1 and #2) leave again, all I can do is call the police. I can't hold them in."</p>	V 112		

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V 112	<p>Continued From page 8</p> <p>-Gave no response as to the reason Clients #1 and #2's treatment plans had not been updated to address their elopement behaviors.</p> <p>Review on 3/3/26 of a Plan of Protection dated and signed by the Qualified Professional (QP) on 3/3/26 revealed:</p> <p>"What immediate action will the facility take to ensure the safety of consumers in your care?</p> <p>-1. Window alarms have been ordered and are scheduled for installation on the client's window beginning 3/4/2026.</p> <p>-2. Flood lights will be installed in both the front and back yards, with installation also commencing on 3/4/26.</p> <p>-3. The facility currently has cameras positioned at the front and rear of the residence (facility). Additional cameras are planned for the left and right sides, with installation set for 3/12/26.</p> <p>-4. The front-facing cameras will be upgraded to incorporate an alarm feature that notifies staff upon detection of a person effective 3/12/26.</p> <p>-5. An elopement goal will be incorporated into Client #1's treatment plan effective 3/6/26, following the scheduled CFT (Child Family Team meeting).</p> <p>-6. An elopement goal will be added to Client #2's treatment plan effective 3/4/26, subsequent to the scheduled CFT.</p> <p>-7. A crisis bed is being sought for Client 2 while PRTF (Psychiatric Residential Treatment Facility) remains under consideration. This matter will be addressed during the emergency CFT on 3/4/26. Residential services have contacted [an outpatient mental health provider]; the [county] location currently has beds available.</p> <p>Describe your plans to make sure the above happens.</p>	V 112		

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V 112	<p>Continued From page 9</p> <p>-The [QP] will be responsible to ensure the above is implemented."</p> <p>Review on 3/3/26 of an amended Plan of Protection dated and signed by the QP on 3/3/26 revealed:</p> <p>"What immediate action will the facility take to ensure the safety of consumers in your care?</p> <p>-7 ...AP (Associate Professional) have contacted [an outpatient mental health provider]; the [county] location currently has beds available.</p> <p>-8. QP will conduct individual sessions with Client 1 and Client 2 to identify underlying causes and triggers for elopement incidents by 3/5/26, with the aim of relaying this information to the LPC (Licensed Professional Counselor) to develop effective clinical prevention plan by 3/10/26.</p> <p>Describe your plans to make sure the above happens.</p> <p>-The Qualified Professional (QP) will be responsible for ensuring that the outlined actions are properly implemented within the facility. [The QP] will visit the facility to verify that the required actions are in place by the specified deadlines. To maintain ongoing compliance, she (QP) will conduct weekly visits to confirm that the actions continue to be implemented as intended. As part of her responsibilities, [the QP] will conduct one-on-one meetings, relay critical information to the Licensed Professional Counselor (LPC), and collaborate with staff members to ensure execution of the plan."</p> <p>The 2 clients at this facility were 13 years old with diagnoses of Adjustment Disorder with mixed disturbance of emotions and conduct, Post-Traumatic Stress Disorder, Attention-Deficit Hyperactivity Disorder, Oppositional Defiant Disorder, and Disruptive Mood Dysregulation</p>	V 112		

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V 112	<p>Continued From page 10</p> <p>Disorder. Between 12/19/25 and 2/26/26, Client #1 eloped from the facility two times, and Client #2 eloped from the facility four times. During Clients #1 and #2's elopement on 1/12/26, they both stole guns out of nearby vehicles and concealed the guns under a vehicle located directly across the street from the facility. Clients #1's and #2's treatment plans did not include goals and strategies to address their elopement behaviors and Client #2's history of homicidal ideation.</p> <p>This deficiency constitutes a Type A1 rule violation for serious neglect and must be corrected within 23 days.</p>	V 112		
V 297	<p>27G .1705 Residential Tx. Child/Adol - Req. for L P</p> <p>10A NCAC 27G .1705 REQUIREMENTS OF LICENSED PROFESSIONALS</p> <p>(a) Face to face clinical consultation shall be provided in each facility at least four hours a week by a licensed professional. For purposes of this Rule, licensed professional means an individual who holds a license or provisional license issued by the governing board regulating a human service profession in the State of North Carolina. For substance-related disorders this shall include a licensed Clinical Addiction Specialist or a certified Clinical Supervisor.</p> <p>(b) The consultation specified in Paragraph (a) of this Rule shall include:</p> <p>(1) clinical supervision of the qualified professional specified in Rule .1702 of this Section;</p> <p>(2) individual, group or family therapy services; or</p> <p>(3) involvement in child or adolescent</p>	V 297		

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V 297	<p>Continued From page 11</p> <p>specific treatment plans or overall program issues.</p> <p>This Rule is not met as evidenced by: Based on record review and interview, the facility failed to ensure face to face clinical consultation in the facility at least 4 hours a week by a licensed professional (LP). The findings are:</p> <p>Review on 2/27/26 of Client #1's record revealed: -Admission date of 11/27/24. -Diagnoses of Adjustment Disorder with mixed disturbance of emotions and conduct and Post-Traumatic Stress Disorder. -Age: 13 years. -History of elopement, disruptive behaviors and sexualized behaviors.</p> <p>Review on 2/27/26 of Client #2's record revealed: -Admission date of 9/26/25. -Diagnoses of Attention-Deficit Hyperactivity Disorder, Oppositional Defiant Disorder, and Disruptive Mood Dysregulation Disorder. -Age: 13 years. -History of emotional outbursts, verbal and physical aggression, property destruction, peer conflict and defiance.</p> <p>Interview on 2/26/26 with Client #1 revealed: -A therapist was scheduled to come to the facility every Tuesday or Thursday each week. -"She's (the LP) not been here in a while." -"The last time she was here was 3 or 4 weeks ago."</p> <p>Interview on 2/26/26 with Client #2 revealed: -He identified the LP by name.</p>	V 297		

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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 297	Continued From page 12 -" ... [the Owner #1/Director/Associate Professional (O#1/D/AP)] gave her (the LP) some days off." -He did not recall the last time the LP came to the facility. Interview on 3/3/26 with the O#1/D/AP revealed: -The LP was coming to the facility once a week. -"She (the LP) has not been here (facility) since the snow hit but she is starting back this week." -"The last time she (the LP) was here was on January 20 (2026)."	V 297		
V 736	27G .0303(c) Facility and Grounds Maintenance 10A NCAC 27G .0303 LOCATION AND EXTERIOR REQUIREMENTS (c) Each facility and its grounds shall be maintained in a safe, clean, attractive and orderly manner and shall be kept free from offensive odor. This Rule is not met as evidenced by: Based on observation, record review and interview, the facility and its grounds were not maintained in a safe, clean and attractive manner. The findings are: Observation of the facility on 2/27/26 from 9:30 am- 9:55 am revealed: -A white interior door approximately 7'-8' in height was leaning against the siding on the left exterior side of the facility. -There was a screen approximately 3' in height which leaned against the bottom part of the white interior door. -In the front yard near the street was a blue bicycle with a missing front wheel and the front wheel frame laying on top of a folded, tan-colored	V 736		

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V 736	<p>Continued From page 13</p> <p>metal chair.</p> <p>-On the ground to the left side of the front porch and behind a hedge was a pair of bedroom slippers with black and brown spots on each side of the slippers and leaves inside the slippers.</p> <p>Observation of Client #1's room on 2/26/26 at 2:40 pm and on 2/27/26 at 2:35 pm revealed:</p> <p>-Beeping sound of a fire alarm in the room near the doorway.</p> <p>-Client #1 was laying on his bed resting.</p> <p>Observation of the interior of the facility on 3/2/26 from 1:37 pm- 2:15 pm revealed:</p> <p>-1 top kitchen drawer was missing in cabinet located on the left side of the stove.</p> <p>-The black-colored couch in the "sitting room" had at least 6 slits approximately 4-5" in length in the seams of the couch.</p> <p>-1 hole in the center of the kitchen linoleum floor which was approximately 8" x 4" in size.</p> <p>-Outside on the back deck was a white interior door laying on the deck.</p> <p>-In the shared client bathroom:</p> <p>-The wall next to the shower had 2 areas which were approximately 10" x 5" and 4" x 4" in size, were plastered and were unpainted.</p> <p>-The cover to the ceiling ventilation fan was missing.</p> <p>-A 5" x 5" area on the wall below the light switch plate was plastered and unpainted.</p> <p>-In Client #2's bedroom:</p> <p>-There was a hole approximately 3" x 3" in the wall above the head of the bed, and a hole approximately 3" x 3" in the wall in the wall next to the closet.</p> <p>-Miscellaneous clothing items, paper food wrapper, batteries, and at least 5 orange-colored particles scattered on top of the dresser.</p> <p>-A pair of metal crutches with the top of 1 crutch</p>	V 736		

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V 736	<p>Continued From page 14</p> <p>laying on a waste basket and the 2nd crutch laying on the floor. -A pair of pants, red T-shirt, 2 playing cards, a blue-colored plastic water bottle, one shoe, and 2 black backpacks scattered on the floor beside Client #2's bed.</p> <p>Review on 3/3/26 of an email dated 3/3/26 and sent at 7:24 am from the Owner #1/Director/Associate Professional (O#1/D/AP) to surveyor revealed: -She was waiting to find out if Owner #2 was feeling better to come to the facility and start working on the repair of the holes in the wall. -She had a plan to replace the couch within the next 3 weeks.</p> <p>Interview on 2/26/26 with Client #1 revealed: -The smoke detector was not beeping when he went to school this morning. -He had "quiet time" where he spent about 30 minutes in his room after school. -"I don't pay it (the beeping sound) attention ..."</p> <p>Interview on 2/26/26 with Client #2 revealed: -The holes in his wall came from him "getting mad." -"I never said I won't get mad." -"(The) holes have been there for a while." -"I have been trying to clean my room. If I knew you were coming, it would look better than this." -He did not know how long the knob had been missing from his closet door.</p> <p>Interview on 3/2/26 with Staff #1 revealed: -The missing kitchen drawer and the white interior door laying on the outside back deck had been like this since she started work at the facility (11/19/25). -The hole in the kitchen floor was probably from</p>	V 736		

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V 736	<p>Continued From page 15</p> <p>"wear and tear."</p> <p>Interview on 3/2/26 with the O#1/D/AP revealed:</p> <ul style="list-style-type: none"> -She had removed the bicycle wheel so that Clients #1 and #2 would not use the bicycle. -Owner #2 was cleaning the front yard. -Batteries had been replaced in Client #1's bedroom fire alarm. -She would make sure the identified facility repairs were completed as soon as possible. 	V 736		