



NC DEPARTMENT OF  
**HEALTH AND  
HUMAN SERVICES**

**ROY COOPER** • Governor

**KODY H. KINSLEY** • Secretary

**MARK PAYNE** • Director, Division of Health Service Regulation

**VIA CERTIFIED MAIL**

March 28, 2024

Mr. Jeremy Whitworth  
Trails Carolina, LLC  
500 Winding Gap Road,  
Lake Toxaway, North Carolina 28747

**RE: Suspension of Admissions**  
**Trails Carolina, 500 Winding Gap Road, Lake Toxaway, NC 28747**  
**MHL # 088-020**  
**E-mail Address: [jwhitworth@trailsnc.com](mailto:jwhitworth@trailsnc.com)**

Dear Mr. Whitworth:

Based on the findings of this agency during a survey completed March 21, 2024, we find that Trails Carolina, LLC has operated Trails Carolina in violation of North Carolina General Statute (N.C.G.S.) § 122C, Article 2, the licensing rules for Mental Health, Developmental Disabilities and Substance Abuse Services and/or N.C.G.S. § 122C, Article 3, Client Rights for individuals with mental illness, developmental disabilities or substance abuse issues. After a review of the findings, this office is taking the following action:

Suspension of Admissions –The documented violations indicate that conditions in the facility are found to be detrimental to the health and safety of the clients. Therefore, pursuant to North Carolina General Statute § 122C-23, the Division of Health Service Regulation, Department of Health and Human Services, is hereby ordering you to suspend all admissions to the facility effective immediately. The Suspension of Admissions is to continue until conditions are documented to meet approved inspection status. The facts upon which the suspensions of admissions are based are set out in the attached Statement of Deficiencies which is incorporated by reference as though fully set out herein.

The rule citations include:

- General Statute 122C-62 Additional Rights in 24-Hour Facilities (V364)
- 10A NCAC 27G .0209 Medication Requirements (V118)
- 10A NCAC 27G .0603 Incident Response Requirements for Category A and B Providers (V366)
- 10A NCAC 27D .0304 Protection from Harm, Abuse, Neglect or Exploitation (V512)
- 10A NCAC 27E .0101 Least Restrictive Alternative (V513)

Appeal Notice – You have the right to contest the above action by filing a petition for a contested case hearing with the Office of Administrative Hearings within twenty (20) days of

**MENTAL HEALTH LICENSURE & CERTIFICATION SECTION**

**NC DEPARTMENT OF HEALTH AND HUMAN SERVICES • DIVISION OF HEALTH SERVICE REGULATION**

LOCATION: 1800 Umstead Drive, Williams Building, Raleigh, NC 27603

MAILING ADDRESS: 2718 Mail Service Center, Raleigh, NC 27699-2718

[www.ncdhhs.gov/dhss](http://www.ncdhhs.gov/dhss) • TEL: 919-855-3795 • FAX: 919-715-8078

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March 28, 2024  
Trails Carolina  
Trails Carolina, LLC

mailing of this letter. *Please write the facility's Mental Health License (MHL) number at the top of your petition.* For complete instructions on the filing of petitions, please contact the Office of Administrative Hearings at (919) 431-3000. The mailing address for the Office of Administrative Hearings is as follows:

Office of Administrative Hearings  
6714 Mail Service Center  
Raleigh, NC 27699-6714

North Carolina General Statute § 150B-23 provides that you must also serve a copy of the petition on all other parties, which includes the Department of Health and Human Services. The Department's representative for such actions is Ms. Julie Cronin, General Counsel. This person may receive service of process by mail at the following address:

Ms. Julie Cronin, General Counsel  
Department of Health and Human Services  
Office of Legal Affairs  
Adams Building  
2001 Mail Service Center  
Raleigh, NC 27699-2001

If you do not file a petition within the twenty (20) day period, you lose your right to appeal. *Please note that each appealable action has a separate, distinct appeal process and the proper procedures must be completed for each appealable action.*

In addition to your right to file a petition for a contested case hearing, N.C.G.S. § 150B-22 encourages the settlement of disputes through informal procedures. The Division of Health Service Regulation is available at the provider's request for discussion or consultation that might resolve this matter. To arrange for an informal meeting, you must contact DHSR at 336-247-5469 within twenty (20) days of the mailing of this letter. Please note that the use of informal procedures does not extend the 20 days allowed to file for a contested case hearing as explained above.

Should you have any questions regarding any aspect of this letter, please do not hesitate to contact us at the Department of Health and Human Services, Division of Health Service Regulation, Mental Health Licensure and Certification Section, 2718 Mail Service Center, Raleigh, NC 27699-2718 or call Clarice Rising, Western Branch Manager at 336-247-5469.

Sincerely,



Robin Sulfridge, Chief  
Mental Health Licensure & Certification Section

Cc: [dhsrreports@dhhs.nc.gov](mailto:dhsrreports@dhhs.nc.gov), DMH/DD/SAS  
[Medicaid.dhsr.notice@dhhs.nc.gov](mailto:Medicaid.dhsr.notice@dhhs.nc.gov), NC Medicaid  
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Trails Carolina  
Trails Carolina, LLC

[NetworkEngagement@trilliumnc.org](mailto:NetworkEngagement@trilliumnc.org)

Fonda Gonzales, Director of Quality Management, Trillium Health Resources LME/MCO

Amanda Vanderoef, Director, Transylvania County DSS

Lisa Cauley, DSS Deputy Director

Adrian Daye, DSS Deputy Director/Child Welfare

Tammy Shook, DSS Deputy Director/Child Welfare

Laura Sotillo, MH Program Manager DSOHF

Pam Pridgen, Administrative Supervisor