DEPARTMENT OF BEHAVIORAL HEALTH AND DEVELOPMENTAL SERVICES
CORRECTIVE ACTION PLAN

License #: **1122-14-008**
Organization Name: **Divinely Directed Services, Inc.**

Date of Inspection: **01-09-2026**
Program Type/Facility Name: **14-008 Arcadia Ave**

Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
12VAC35-46-300. B. (5) - The records of each employee shall include: 5. Annual performance evaluations;	N	Arcadia Ave This regulation was NOT MET as evidenced by: A performance evaluation for Employee #2 was unavailable to review at time of inspection. Performance evaluations must be completed consistent with Divinely Directed Services' policies and procedures and annually at a minimum to comply with DBHDS regulations. Ensure performance evaluations are completed as required and kept in employees' records.	PR) 03/17/2026 The agency acknowledges the cited deficiency regarding annual performance evaluations. The evaluation for Employee #2 was completed however, it was misfiled in another chart with the same last name. All employee evaluations will be completed annually and properly filed as required to ensure and maintain compliance. OLR) Accepted 03/30/2026	3/27/2026
12VAC35-46-590. B. - The interior and exterior of all buildings shall be safe, properly maintained, clean, and in good working order. This includes, but is not limited to, required locks, mechanical devices, indoor and outdoor equipment, and furnishings.	N	Arcadia Ave This regulation was NOT MET as evidenced by: The handrail by the main entrance to the second floor was damaged. The handrail is not properly secured. Tile in the kitchen near the dining table was damaged and needs to be repaired or replaced. Repair the damaged handrail and tile. Check for damaged items regularly; document damages. Make repairs in a timely manner.	PR) 03/17/2026 The agency acknowledges the cited deficiency regarding the damaged handrail near the main entrance to the second floor and the damaged kitchen tile near the dining area. Repairs have been arranged to properly secure and reinforce the handrail and to repair or replace the damaged kitchen tile. Both items are scheduled to be corrected no later than May 1, 2026, depending on contractor availability. The agency will continue to conduct routine environmental checks to ensure the facility remains safe, clean, and in good working order. OLR) Accepted 03/30/2026	5/1/2026

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Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
12VAC35-46-710. B. (11a) - Providers shall develop, and fully complete prior to acceptance for care, an application for admission that is designed to compile information necessary to determine: 11. Medication and drug use profile, which shall include: 11a. History of prescription, nonprescription, and illicit drugs taken over the six months prior to admission;	N	Arcadia Ave This regulation was NOT MET as evidenced by: The intake/initial assessment being used by Divinely Direct Services, Inc. failed to address illicit drug use for Individual #1. Address all elements of 12VAC35-46-710.1-11 on assessment intake/initial assessment being utilized.	PR) 03/17/2026 The agency acknowledges the cited deficiency regarding the pre-admission assessment documentation requirements. However, the Intake/Initial Assessment form #710 on page #7 asks for the History of Substance Abuse and Treatment. The Health History Form in the Pre-Admission Application asks for current and past substance abuse history. Also, the ER Medical Form asks for history of substance abuse. A copy of each form is attached. Divinely Directed Services has addressed the illicit drug use in multiple sections of the application and assessment process. The assessment form has been revised to support complete documentation and will be utilized for all future admissions. This process will be implemented no later than 3/27/26. OLR) Accepted 03/30/2026	3/27/2026

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12VAC35-46-710. B. (11b) - Providers shall develop, and fully complete prior to acceptance for care, an application for admission that is designed to compile information necessary to determine: 11. Medication and drug use profile, which shall include: 11b.Drug allergies, unusual and other adverse drug reactions, and ineffective medications;	N	Arcadia Ave This regulation was NOT MET as evidenced by: Drug allergies, unusual and other adverse drug reactions, and ineffective medications section was left blank on the assessment being utilizing prior to admission for individual #1. Ensure all elements of regulations 12VAC35-46-710.1-11 are addressed on the intake/initial assessment being used by Divinely Direct Services, Inc.	PR) 03/17/2026 The agency acknowledges the cited deficiency regarding the pre-admission assessment documentation requirements. The pre-admission assessment process will be reinforced to ensure all required sections are fully completed and clearly documented prior to acceptance for services. The assessment form has been revised to support complete documentation and will be utilized for all future admissions. This process will be implemented no later than 3/27/26. Also note, Drug allergies are addressed in multiple places in the application. Drug allergies and allergies are addressed on the assessment, health history, and physical examination. We will ensure all questions are answered on the assessment being utilized prior to admission for all individuals. OLR) Accepted 03/30/2026	3/27/2026
12VAC35-46-710. B. (5) - Providers shall develop, and fully complete prior to acceptance for care, an application for admission that is designed to compile information necessary to determine: 5. The suitability of the prospective resident's admission;	N	Arcadia Ave This regulation was NOT MET as evidenced by: The assessment Divinely Directed Services, Inc. is utilizing prior to admission omits the suitability of the prospective resident's admission. Update the assessment to include suitability of the prospective resident's admission.	PR) 03/17/2026 The agency acknowledges the cited deficiency regarding the pre-admission assessment form not clearly documenting the determination of the prospective resident’s suitability for admission. The initial assessment form will be updated to include a designated section requiring staff to document a clear determination of admission suitability prior to acceptance for services. Existing and future assessments will reflect this requirement. The revised form will be implemented no later than 3/27/2026. OLR) Accepted 03/30/2026	3/27/2026

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Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
12VAC35-46-730. A. - At the time of admission, each resident's record shall include a completed face sheet that contains (i) the resident's full name, last known residence, birth date, birthplace, gender, race, social security number or other unique identifier, religious preference, and admission date; and (ii) names, addresses, and telephone numbers of the resident's legal guardians, placing agency, emergency contacts, and parents, if appropriate.	N	Arcadia Ave This regulation was NOT MET as evidenced by: The face sheet for Individual #1 failed to address date of admission, birthplace, and religious preference. These items were left blank on the face sheet. Ensure all required elements of face sheets are completed.	PR) 03/17/2026 The agency acknowledges the cited deficiency regarding the pre-admission assessment documentation requirements. The pre-admission assessment process will be reinforced to ensure all required sections are fully completed and clearly documented prior to acceptance for services. We will ensure all application criteria is completed before all future admissions. This process will be implemented no later than 3/27/26. OLR) Accepted 03/30/2026	3/27/2026

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General Comments / Recommendations:
Provider does not use volunteers or contractors.

Review regulation 12VAC35-46-250.B. (tuberculosis screening assessments for employees).

Document annually that buildings and equipment are maintained in accordance with the Virginia Statewide Fire Prevention Code (13VAC5-52).

Contact Portsmouth Department of Health to ensure Divinely Directed Services, Inc. is in compliance with food inspections/service.

Review the intake/initial assessment currently being utilized and update as appropriate to address all elements of 12VAC35-46-710.1-11. Ensure all items on assessment are answered accurately with available information.

Make sure progress notes address all goals. Ensure progress notes are completed each shift.

Provide specific details for follow-up care on discharge summaries. Include dates and locations of scheduled appointments.

I understand it is my right to request a conference with the reviewer and the reviewer's supervisor should I desire further discussion of these findings. By my signature on the Corrective Action Plan, I pledge that the actions to be taken will be completed as identified by the date indicated.

Byron Nagle, Licensing Specialist	(Signature of Organization Representative)	Date

C = Substantial Compliance, N = Non Compliance, NS = Non Compliance Systemic, ND = Non Determined