DEPARTMENT OF BEHAVIORAL HEALTH AND DEVELOPMENTAL SERVICES
CORRECTIVE ACTION PLAN

License #: **1266-14-008**
Organization Name: **Rest Assured, LLC**

Date of Inspection: **06-13-2022**
Program Type/Facility Name: **14-008 3830 Monza Drive**

Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
12VAC35-46-70. - Each provider shall guarantee resident rights as outlined in § 37.2-400 of the Code of Virginia and in the Rules and Regulations to Assure the Rights of Individuals Receiving Services from Providers Licensed, Funded, or Operated by the Department of Mental Health, Mental Retardation and Substance Abuse Services (12VAC35-115).	N	Monza Drive This regulation was NOT MET as evidenced by: See OHR citation below.	PR) 07/18/2022 **PR:** Although the Program was notified on 5/24/2022 that allegations of abuse were charged, it wasn't until 5/25/2022 when the Chesterfield County Police Department visited the facility to investigate the situation thus informing the Program for the first time what the **actual charge was**. It was at this point the Program initiated its own investigation to find out the entire situation. However, the person investigating the situation contracted COVID and became violently and severely ill thus making her unable to **ROOT CAUSE ANALYSIS;** Due to the Program only having one employee knowledgeable and able to navigate entering data into CHRIS and when that employee becomes ill or is unavailable, it causes an untimely action for reporting. In the past year as advised by OHR and OL that more than one person should be able to navigate CHRIS, the Program has interviewed and attempted to hire ten (10) applicants in order to resolve the problem. Currently, all staff are part-time employees working as Direct Support Personnel. However, due to the length of time it takes to clear applicants for the background checks (even if they are part-time), especially the CRS investigation check, the applicants have taken positions at other companies. Is there a solution to expedite background checks and notifications to potential employers regarding the eligibility of applicants? **PLAN OF ACTION:** The Program is still attempting to hire another staff person who is knowledgeable and capable of navigating	7/1/2022

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			CHRIS. Ads have been placed in Indeed, Ziprecruiter, iHire, Craigslist, and Glassdoor for a Program/House Manager and/or Case Manager in order to employ additional personnel. Although the Program is paying the costs of background checks for applicants applying for the position, it is still undetermined when such a staff person will be hired. The Program is feverishly attempting to acquire additional personnel to help resolve the problem of late entries. In addition, a banner notification has been set up to assist the existing staff person in being aware of entry notifications. OLR) Accepted 08/10/2022	
12VAC35-115-230. A. (2) - Providers shall collect, maintain, and report the following information concerning abuse, neglect, and exploitation: 2. The director of a service licensed or funded by the department shall report each allegation of abuse or neglect via the department's web-based reporting application within 24 hours of receipt of the allegation (see 12VAC35-115-175).	N	Monza Drive This regulation was NOT MET as evidenced by: On 5/24/2022, Employee 1 was informed of an allegation of abuse and instructed to enter the allegation into CHRIS. Upon review of CHRIS on 5/26/2022, Employee 1 failed to report the allegation to the department within 24 hours of receipt.	PR) 07/18/2022 **PR:** Although the Program was notified on 5/24/2022 that allegations of abuse were charged, it wasn't until 5/25/2022 when the Chesterfield County Police Department visited the facility to investigate the situation thus informing the Program for the first time what the **actual charge was**. It was at this point the Program initiated its own investigation to find out the entire situation. However, the person investigating the situation contracted COVID and became violently and severely ill thus making her unable to **ROOT CAUSE ANALYSIS;** Due to the Program only having one employee knowledgeable and able to navigate entering data into CHRIS and when that employee becomes ill or is unavailable, it causes an untimely action for reporting. In the past year as advised by OHR and OL that more than one person should be able to navigate CHRIS, the Program has interviewed and attempted to hire ten (10)	7/1/2022

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			applicants in order to resolve the problem. Currently, all staff are part-time employees working as Direct Support Personnel. However, due to the length of time it takes to clear applicants for the background checks (even if they are part-time), especially the CRS investigation check, the applicants have taken positions at other companies. Is there a solution to expedite background checks and notifications to potential employers regarding the eligibility of applicants? **PLAN OF ACTION:** The Program is still attempting to hire another staff person who is knowledgeable and capable of navigating CHRIS. Ads have been placed in Indeed, Ziprecruiter, iHire, Craigslist, and Glassdoor for a Program/House Manager and/or Case Manager in order to employ additional personnel. Although the Program is paying the costs of background checks for applicants applying for the position, it is still undetermined when such a staff person will be hired. The Program is feverishly attempting to acquire additional personnel to help resolve the problem of late entries. In addition, a banner notification has been set up to assist the existing staff person in being aware of entry notifications. OHR/OLR) Accepted 08/05/2022	

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General Comments / Recommendations:

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.

Tonya Carr, Legal Operations Manager	(Signature of Organization Representative)	Date

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