DEPARTMENT OF BEHAVIORAL HEALTH AND DEVELOPMENTAL SERVICES
CORRECTIVE ACTION PLAN

License #: **14944-14-008**
Organization Name: **Andrea's Home, LLC**

Date of Inspection: **06-16-2026**
Program Type/Facility Name: **14-008 Andrea's Home**

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	Andrea's Home This regulation was NOT MET as evidenced by: See OHR citations below.		
12VAC35-115-230. A. (3a) - Providers shall collect, maintain, and report the following information concerning abuse, neglect, and exploitation: 3. The investigating authority shall provide a written report of the results of the investigation of abuse or neglect to the director and human rights advocate via the department's web-based reporting	N	Andrea's Home This regulation was NOT MET as evidenced by: Employee #1 failed to provide results of investigation of abuse or neglect to human rights advocate via CHRIS within 10 working days from the date of the investigation.	PR) 08/12/2026 Andrea's Home acknowledges that Employee #1 did not submit the completed investigation results to the Human Rights Advocate through CHRIS within 10 working days from the date the investigation began. Although the allegation was investigated, the required results were not entered within the regulatory timeframe because the agency did not have a formal system for tracking the investigation start date, ten-working-day deadline, and final CHRIS submission. The trained Investigator reviewed the investigation and ensured that the final results will be submitted through CHRIS no later than August 17, 2026. The report documented whether abuse, neglect, or exploitation occurred and included all other required investigation findings. The assigned Human Rights Advocate will be notified of the completed submission.	8/17/2026

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application within 10 working days from the date the investigation began unless an extension has been granted (see 12VAC35-115-175). This report shall include: 3a. Whether abuse, neglect, or exploitation occurred;			Effective August 12, 2026, Andrea's Home implemented an Abuse, Neglect, and Exploitation Investigation Tracking Log. The log records the allegation date, investigation start date, assigned investigating authority, ten-working-day deadline, investigation status, determination, extension request and approval when applicable, CHRIS submission date, and confirmation of notification to the Human Rights Advocate. Electronic reminders will be scheduled for the fifth, eighth, and tenth working days of every open investigation. If additional time is required, the Program Director will ensure that an extension is requested from the Human Rights Advocate before the ten-working-day deadline. Employee #1 and all staff responsible for conducting investigations or entering reports into CHRIS completed retraining as soon as the next training becomes available. Training will be addressed 12VAC35-115-230, required investigation findings, the ten-working-day reporting requirement, CHRIS submission procedures, documentation standards, and extension-request procedures. Training documentation will be maintained in each applicable employee's personnel record. The Risk Manager will review the tracking log twice when any serious incident occurs or whenever an investigation is open. The Risk Manager will also complete monthly audits of all abuse, neglect, and exploitation investigations for six months to verify timely completion, CHRIS submission, and notification to the Human Rights Advocate. After six months of demonstrated compliance, monitoring will occur quarterly. Audit results and any corrective follow-up will be	

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			documented and maintained for review. All corrective actions will be completed by August 17, 2026. OHR/OLR) Accepted 08/26/2026	

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.

Latoya Wilborne, Human Rights	(Signature of Organization Representative)	Date

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