DEPARTMENT OF BEHAVIORAL HEALTH AND DEVELOPMENTAL SERVICES
CORRECTIVE ACTION PLAN

License #: **15470-14-008**
Organization Name: **Changing Lives**

Date of Inspection: **11-07-2025**
Program Type/Facility Name: **14-008 Najai's House 2**

Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
12VAC35-46-450. C. - Precautions shall be taken to prevent scalding from running water. Water temperatures shall be maintained between 100°F and 120°F.	N	Najai's House 2 This regulation was NOT MET as evidenced by: Upon physical inspection, provider failed to maintain water temperatures between 100 and 120 degrees. At time of inspection, water temperature read, 138 degrees.	PR) 11/18/2025 The water temperature was not taken upon obtaining the property. The water heater will be inspected and fixed by a certified plumber. The water temperature will be monitored and recorded on a monthly basis, by the 15th of each month. The monthly record of the temperature will be placed in the kitchen on the fridge. This will be performed by a DSP and signed off by the DSP supervisor. Water heater has been fixed by a certified plumber on 11/18/2025. OLR) Accepted 11/19/2025	11/18/2025

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Program Type/Facility Name: **14-008 Najai's House 2**

Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
12VAC35-46-590. A. - The facility's grounds shall be safe, properly maintained, and free of clutter and rubbish. The grounds include, but are not limited to, all areas where residents, staff, and visitors may reasonably be expected to have access, including roads, pavements, parking lots, open areas, stairways, railings, and potentially hazardous or dangerous areas.	N	Najai's House 2 This regulation was NOT MET as evidenced by: Upon physical inspection, the provider failed to maintain a safe, properly maintained, and free of clutter and rubbish. At inspection, the fence in the backyard was missing several panels. The step on the deck has a large gap at the base and to the left as well as a propane tank stored against the back of the house.	PR) 11/18/2025 Upon obtaining the property I was told the propane tank was affixed to the house. I was not aware that the fence had to be repaired or removed and would be an issue for the property since it was at the lower back of the yard. The DSP on duty will perform weekly checks of the property to ensure its free from clutter, debris, and trash. The DSP Supervisor will keep a monthly audit log to confirm the property is free of such materials. The fence and propane tank has been completely removed from the property as of 11/18/2025. OLR) Partially Accepted 11/19/2025Provider needs to address the concern regarding the gap at the base of the step and to the left of the step on the deck. Please upload photo of repair to this citation. PR) 11/19/2025 Porch hole was also fixed prior to 11/18/2025 OLR) Accepted 11/20/2025	11/18/2025

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Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
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	Najai's House 2 This regulation was NOT MET as evidenced by: Upon physical inspection, the provider failed to properly maintain the kitchen and bathtub fixtures in good working order. Both fixutres were loose and in need of repair.	PR) 11/18/2025 The home was obtained with the faucets needing to be tightened. There are no leaks from the faucet. The faucet will be repaired by a licensed plumber to ensure that any broken screws or loose screws have been fixed or replaced. The DSP staff on duty will monitor the condition of the faucets on an as needed basis. The DSP staff is informed that the DSP supervisor must be contacted immediately if there are any fixtures in need of repair. The DSP Supervisor will contact the home warranty company or maintenance worker to fix any broken or loose items as quickly as possible. The kitchen and bathroom faucet has been tightened as of 11/18/2025. OLR) Accepted 11/19/2025	11/18/2025

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General Comments / Recommendations:
Please make sure to include the following in your Corrective Action Plan response:
1. Please identify the root cause(s) of the violation;
2. Develop a systemic plan of action, if applicable, to address the citation, which may require updating policies, procedures, and forms, or conducting any needed training or retraining for staff or other steps that could alleviate the problem and minimize the possibility that the violation will occur again;
3. Indicate the frequency for monitoring the plan, including how it will be monitored (Ex. monthly audits, weekly chart reviews, quarterly checklist).
4. Identify the staff position(s) responsible (no names just title of the staff!) for monitoring implementation of the approved CAP.
5. Include a date of completion for each corrective action.

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.

April Vazquez, Licensing Specialist	(Signature of Organization Representative)	Date

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