DEPARTMENT OF BEHAVIORAL HEALTH AND DEVELOPMENTAL SERVICES
CORRECTIVE ACTION PLAN

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

Date of Inspection: **05-05-2026**
Program Type/Facility Name: **14-008 Najai's House 2**

Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
12VAC35-46-310. A. (1) - Required initial training: 1. Within seven days following their begin date, each staff member responsible for supervision of children shall receive basic orientation to the facility's behavior intervention policies, procedures, and techniques regarding less restrictive interventions, timeout, and physical restraint.	N	Najai's House 2 This regulation was NOT MET as evidenced by: Upon review of Employee #1's trainings, the provider failed to have the behavior management training within seven days. Employee #1's MANDT certificate showed a completion date of 5/28/2025 which was before Employee #1 was hired for the DBHDS service. Please submit a current MANDT training certificate that shows Employee #1 has a current training, as part of the corrective action.	PR) 05/06/2026 Signed training checklist was missing from file. The actual file was placed in the incorrect folder. Program Director will ensure that the MANDT instructor will train all staff in behavioral management training within 7 days for hire. Although there is a separate training for the policies and procedures on behavior management, the hands on will be done within 7 days. Staff coming in with unexpired behavior management training certifications will not be accepted and will need to be retrained. Program Director will review and upload all required training to personnel files. These files are placed in a spreadsheet that will alert management when it's close to annual retraining. Date was updated and certificate was placed in staff's file on May 5, 2026. Training checklist was placed in file. OLR) Accepted 05/06/2026	5/5/2026

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12VAC35-46-310. A. (2a) - Required initial training: 2. Within 14 days following an individual's begin date, and before an individual is alone supervising children, the provider shall conduct emergency preparedness and response training that shall include: 2a. Alerting emergency personnel and sounding alarms;	N	Najai's House 2 This regulation was NOT MET as evidenced by: Upon LS review of Employee #2's Orientation form, the form was initialed but there was no signatures or dates of when the training took place. Please submit a Orientation form that shows the date of training and signatures of Employee #2 and Supervisor, as part of the corrective action.	PR) 05/06/2026 Signed training checklist was missing from file. The actual file was placed in the incorrect folder. Program Director will ensure that training forms are signed and placed in the electronic file within 7 days of hire.. Program Director will review and upload all required training to personnel files. These files are placed in a spreadsheet that will alert management when it's close to annual retraining. Training checklist was placed in file on May 5, 2026. OLR) Accepted 05/06/2026	5/5/2026
12VAC35-46-310. A. (2b) - Required initial training: 2. Within 14 days following an individual's begin date, and before an individual is alone supervising children, the provider shall conduct emergency preparedness and response training that shall include: 2b. Implementing evacuation procedures, including evacuation of residents with special needs (e.g., deaf, blind, nonambulatory);	N	Najai's House 2 This regulation was NOT MET as evidenced by: Upon LS review of Employee #2's Orientation form, the form was initialed but there was no signatures or dates of when the training took place. Please submit a Orientation form that shows the date of training and signatures of Employee #2 and Supervisor, as part of the corrective action.	PR) 05/06/2026 Signed training checklist was missing from file. The actual file was placed in the incorrect folder. Program Director will ensure that training forms are signed and placed in the electronic file within 7 days of hire.. Program Director will review and upload all required training to personnel files. These files are placed in a spreadsheet that will alert management when it's close to annual retraining. Training checklist was placed in file on May 5, 2026. OLR) Accepted 05/06/2026	5/5/2026

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12VAC35-46-310. A. (2c) - Required initial training: 2. Within 14 days following an individual's begin date, and before an individual is alone supervising children, the provider shall conduct emergency preparedness and response training that shall include: 2c. Using, maintaining, and operating emergency equipment;	N	Najai's House 2 This regulation was NOT MET as evidenced by: Upon LS review of Employee #2's Orientation form, the form was initialed but there was no signatures or dates of when the training took place. Please submit a Orientation form that shows the date of training and signatures of Employee #2 and Supervisor, as part of the corrective action.	PR) 05/06/2026 Signed training checklist was missing from file. The actual file was placed in the incorrect folder. Program Director will ensure that training forms are signed and placed in the electronic file within 7 days of hire.. Program Director will review and upload all required training to personnel files. These files are placed in a spreadsheet that will alert management when it's close to annual retraining. Training checklist was placed in file on May 5, 2026. OLR) Accepted 05/06/2026	5/5/2026
12VAC35-46-310. A. (2d) - Required initial training: 2. Within 14 days following an individual's begin date, and before an individual is alone supervising children, the provider shall conduct emergency preparedness and response training that shall include: 2d. Accessing emergency information for residents including medical information;	N	Najai's House 2 This regulation was NOT MET as evidenced by: Upon LS review of Employee #2's Orientation form, the form was initialed but there was no signatures or dates of when the training took place. Please submit a Orientation form that shows the date of training and signatures of Employee #2 and Supervisor, as part of the corrective action.	PR) 05/06/2026 Signed training checklist was missing from file. The actual file was placed in the incorrect folder. Program Director will ensure that training forms are signed and placed in the electronic file within 7 days of hire.. Program Director will review and upload all required training to personnel files. These files are placed in a spreadsheet that will alert management when it's close to annual retraining. Training checklist was placed in file on May 5, 2026. OLR) Accepted 05/06/2026	5/5/2026

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12VAC35-46-310. A. (2e) - Required initial training: 2. Within 14 days following an individual's begin date, and before an individual is alone supervising children, the provider shall conduct emergency preparedness and response training that shall include: 2e. Utilizing community support services.	N	Najai's House 2 This regulation was NOT MET as evidenced by: Upon LS review of Employee #2's Orientation form, the form was initialed but there was no signatures or dates of when the training took place. Please submit a Orientation form that shows the date of training and signatures of Employee #2 and Supervisor, as part of the corrective action.	PR) 05/06/2026 Signed training checklist was missing from file. The actual file was placed in the incorrect folder. Program Director will ensure that training forms are signed and placed in the electronic file within 7 days of hire.. Program Director will review and upload all required training to personnel files. These files are placed in a spreadsheet that will alert management when it's close to annual retraining. Training checklist was placed in file on May 5, 2026. OLR) Accepted 05/06/2026	5/5/2026
12VAC35-46-310. A. (3a) - Required initial training: 3. Within 14 days following their begin date, new employees, employees transferring from other facilities operated by the same provider, relief staff, volunteers, and students and interns shall be given orientation and training regarding: 3a. The objectives of the facility;	N	Najai's House 2 This regulation was NOT MET as evidenced by: Upon LS review of Employee #2's Orientation form, the form was initialed but there was no signatures or dates of when the training took place. Please submit a Orientation form that shows the date of training and signatures of Employee #2 and Supervisor, as part of the corrective action.	PR) 05/06/2026 Signed training checklist was missing from file. The actual file was placed in the incorrect folder. Program Director will ensure that training forms are signed and placed in the electronic file within 7 days of hire.. Program Director will review and upload all required training to personnel files. These files are placed in a spreadsheet that will alert management when it's close to annual retraining. Training checklist was placed in file on May 5, 2026. OLR) Accepted 05/06/2026	5/5/2026

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12VAC35-46-310. A. (3b) - Required initial training: 3. Within 14 days following their begin date, new employees, employees transferring from other facilities operated by the same provider, relief staff, volunteers, and students and interns shall be given orientation and training regarding: 3b. Practices of confidentiality;	N	Najai's House 2 This regulation was NOT MET as evidenced by: Upon LS review of Employee #2's Orientation form, the form was initialed but there was no signatures or dates of when the training took place. Please submit a Orientation form that shows the date of training and signatures of Employee #2 and Supervisor, as part of the corrective action.	PR) 05/06/2026 Signed training checklist was missing from file. The actual file was placed in the incorrect folder. Program Director will ensure that training forms are signed and placed in the electronic file within 7 days of hire.. Program Director will review and upload all required training to personnel files. These files are placed in a spreadsheet that will alert management when it's close to annual retraining. Training checklist was placed in file on May 5, 2026. OLR) Accepted 05/06/2026	5/5/2026
12VAC35-46-310. A. (3c) - Required initial training: 3. Within 14 days following their begin date, new employees, employees transferring from other facilities operated by the same provider, relief staff, volunteers, and students and interns shall be given orientation and training regarding: 3c. The decision-making plan;	N	Najai's House 2 This regulation was NOT MET as evidenced by: Upon LS review of Employee #2's Orientation form, the form was initialed but there was no signatures or dates of when the training took place. Please submit a Orientation form that shows the date of training and signatures of Employee #2 and Supervisor, as part of the corrective action.	PR) 05/06/2026 Signed training checklist was missing from file. The actual file was placed in the incorrect folder. Program Director will ensure that training forms are signed and placed in the electronic file within 7 days of hire.. Program Director will review and upload all required training to personnel files. These files are placed in a spreadsheet that will alert management when it's close to annual retraining. Training checklist was placed in file on May 5, 2026. OLR) Accepted 05/06/2026	5/5/2026

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12VAC35-46-310. A. (3d) - Required initial training: 3. Within 14 days following their begin date, new employees, employees transferring from other facilities operated by the same provider, relief staff, volunteers, and students and interns shall be given orientation and training regarding: 3d. This chapter including the prohibited actions as outlined in this chapter;	N	Najai's House 2 This regulation was NOT MET as evidenced by: Upon LS review of Employee #2's Orientation form, the form was initialed but there was no signatures or dates of when the training took place. Please submit a Orientation form that shows the date of training and signatures of Employee #2 and Supervisor, as part of the corrective action.	PR) 05/06/2026 Signed training checklist was missing from file. The actual file was placed in the incorrect folder. Program Director will ensure that training forms are signed and placed in the electronic file within 7 days of hire.. Program Director will review and upload all required training to personnel files. These files are placed in a spreadsheet that will alert management when it's close to annual retraining. Training checklist was placed in file on May 5, 2026. OLR) Accepted 05/06/2026	5/5/2026
12VAC35-46-310. A. (3e) - Required initial training: 3. Within 14 days following their begin date, new employees, employees transferring from other facilities operated by the same provider, relief staff, volunteers, and students and interns shall be given orientation and training regarding: 3e. Other policies and procedures that are applicable to the individual's positions, duties, and responsibilities.	N	Najai's House 2 This regulation was NOT MET as evidenced by: Upon LS review of Employee #2's Orientation form, the form was initialed but there was no signatures or dates of when the training took place. Please submit a Orientation form that shows the date of training and signatures of Employee #2 and Supervisor, as part of the corrective action.	PR) 05/06/2026 Signed training checklist was missing from file. The actual file was placed in the incorrect folder. Program Director will ensure that training forms are signed and placed in the electronic file within 7 days of hire.. Program Director will review and upload all required training to personnel files. These files are placed in a spreadsheet that will alert management when it's close to annual retraining. Training checklist was placed in file on May 5, 2026. OLR) Accepted 05/06/2026	5/5/2026

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12VAC35-46-310. A. (4) - Required initial training: 4. Within 30 days following their begin date, all staff working with residents shall be enrolled in a standard first aid class and in a cardiopulmonary resuscitation class facilitated by the American Red Cross or other recognized authority, unless the individual is currently certified in first aid and cardiopulmonary resuscitation.	N	Najai's House 2 This regulation was NOT MET as evidenced by: Upon LS review of Employee #2's Orientation form, the form was initialed but there was no signatures or dates of when the training took place. Please submit a Orientation form that shows the date of training and signatures of Employee #2 and Supervisor, as part of the corrective action.	PR) 05/06/2026 Signed training checklist was missing from file. The actual file was placed in the incorrect folder. Program Director will ensure that training forms are signed and placed in the electronic file within 7 days of hire.. Program Director will review and upload all required training to personnel files. These files are placed in a spreadsheet that will alert management when it's close to annual retraining. Training checklist was placed in file on May 5, 2026. OLR) Accepted 05/06/2026	5/5/2026
12VAC35-46-310. A. (5) - Required initial training: 5. Within 30 days following their begin date, all staff working with residents shall be trained in child abuse and neglect, mandatory reporting, maintaining appropriate professional relationships, and interaction among staff and residents, and suicide prevention.	N	Najai's House 2 This regulation was NOT MET as evidenced by: Upon LS review of Employee #2's Orientation form, the form was initialed but there was no signatures or dates of when the training took place. Please submit a Orientation form that shows the date of training and signatures of Employee #2 and Supervisor, as part of the corrective action.	PR) 05/06/2026 Signed training checklist was missing from file. The actual file was placed in the incorrect folder. Program Director will ensure that training forms are signed and placed in the electronic file within 7 days of hire.. Program Director will review and upload all required training to personnel files. These files are placed in a spreadsheet that will alert management when it's close to annual retraining. Training checklist was placed in file on May 5, 2026. OLR) Accepted 05/06/2026	5/5/2026

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12VAC35-46-310. A. (6) - Required initial training: 6. Within 30 days following their begin date, all staff shall be trained on the facility's policies and procedures regarding standard precautions.	N	Najai's House 2 This regulation was NOT MET as evidenced by: Upon LS review of Employee #2's Orientation form, the form was initialed but there was no signatures or dates of when the training took place. Please submit a Orientation form that shows the date of training and signatures of Employee #2 and Supervisor, as part of the corrective action.	PR) 05/06/2026 Signed training checklist was missing from file. The actual file was placed in the incorrect folder. Program Director will ensure that training forms are signed and placed in the electronic file within 7 days of hire.. Program Director will review and upload all required training to personnel files. These files are placed in a spreadsheet that will alert management when it's close to annual retraining. Training checklist was placed in file on May 5, 2026. OLR) Accepted 05/06/2026	5/5/2026
12VAC35-46-310. A. (7) - Required initial training: 7. Within 30 days following their begin date, all staff shall be trained on appropriate siting of children's residential facilities, and good neighbor policies and community relations.	N	Najai's House 2 This regulation was NOT MET as evidenced by: Upon LS review of Employee #2's Orientation form, the form was initialed but there was no signatures or dates of when the training took place. Please submit a Orientation form that shows the date of training and signatures of Employee #2 and Supervisor, as part of the corrective action.	PR) 05/06/2026 Signed training checklist was missing from file. The actual file was placed in the incorrect folder. Program Director will ensure that training forms are signed and placed in the electronic file within 7 days of hire.. Program Director will review and upload all required training to personnel files. These files are placed in a spreadsheet that will alert management when it's close to annual retraining. Training checklist was placed in file on May 5, 2026. OLR) Accepted 05/06/2026	5/5/2026

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12VAC35-46-310. A. (8) - Required initial training: 8. Before administering medication, all staff responsible for medication administration shall have successfully completed a medication training program approved by the Board of Nursing or be licensed by the Commonwealth of Virginia to administer medications.	N	Najai's House 2 This regulation was NOT MET as evidenced by: Upon LS review of Employee #2's Orientation form, the form was initialed but there was no signatures or dates of when the training took place. Please submit a Orientation form that shows the date of training and signatures of Employee #2 and Supervisor, as part of the corrective action.	PR) 05/06/2026 Signed training checklist was missing from file. The actual file was placed in the incorrect folder. Program Director will ensure that training forms are signed and placed in the electronic file within 7 days of hire.. Program Director will review and upload all required training to personnel files. These files are placed in a spreadsheet that will alert management when it's close to annual retraining. Training checklist was placed in file on May 5, 2026. OLR) Accepted 05/06/2026	5/5/2026
12VAC35-46-310. A. (9) - Required initial training: 9.The provider shall carry out targeted staff training in any area of quality improvement as identified from the results of the quality improvement plan.	N	Najai's House 2 This regulation was NOT MET as evidenced by: Upon LS review of Employee #2's Orientation form, the form was initialed but there was no signatures or dates of when the training took place. Please submit a Orientation form that shows the date of training and signatures of Employee #2 and Supervisor, as part of the corrective action.	PR) 05/06/2026 Signed training checklist was missing from file. The actual file was placed in the incorrect folder. Program Director will ensure that training forms are signed and placed in the electronic file within 7 days of hire.. Program Director will review and upload all required training to personnel files. These files are placed in a spreadsheet that will alert management when it's close to annual retraining. Training checklist was placed in file on May 5, 2026. OLR) Accepted 05/06/2026	5/5/2026
12VAC35-46-590. B. - The interior and exterior of all buildings	N	Najai's House 2	PR) 05/06/2026 The home was rented with a few minor defects.	5/6/2026

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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.		This regulation was NOT MET as evidenced by: Upon physical environment inspection, the provider failed to keep the interior of the home properly maintained. In Bedroom, #1-1st on the right side-the door knob to the door was loose. In Bedroom #4-on the left side, there were multiple citations including loose flooring tiles that would scoot back and forth, torn screen in the window and a sharp piece of metal sticking out from the baseboard register. In the living room, the large window on right had a large crack with duct tape placed over it. Please submit pictures or other documentation, that shows these citations have been repaired, as part of the corrective action.	During the initial inspection the things listed was not pointed out as a hazard. Therefore, the environmental issues were there upon obtaining the property. The maintenance worker came to the home on 5/6/2026 and completed the repairs. The door knob was tightened with a screw driver by house manager. The living room window obtained a crack in the glass from the extremely cold temperature over the winter when no one was occupying the home. Window repair company was notified, came out on April 16, 2026 to provide an estimate for the repairs. The estimate was accepted and the glass needed for the window takes 4-6 weeks to arrive and be repaired. Tape was placed over the crack to ensure no one rubbed it or would make it worse. House Manager will perform a daily walk through to identify any hazardous items inside and outside of the home. The Supervisor will perform a weekly walk through to confirm what has been identified and then a report will be compiled and sent to the program director by the following Monday. For any items that can't be repaired by the Owner of the program, the Owner will reach out to maintenance and have the items repaired within 48 hours to 7 days depending on the severity of the hazardous items. These items were repaired on May 6, 2026. OLR) Partially Accepted 05/06/2026The corrective action is partially accepted due to the provider failing to provide documentation such as pictures for bedroom #4''s flooring, the baseboard register with the sharp metal with observed wiring and the window screen. Please provide the required documentation for the repair	

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			of the flooring, baseboard register and bedroom window screen for bedroom #4, as part of the corrective action. PR) 05/06/2026 Other pictures sent via secure link OLR) Accepted 05/07/2026	

General Comments / Recommendations:
Please review the Licensing Report and submit the corrective action plan by the due date.

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.

Tina Williams, Licensing Specialist	(Signature of Organization Representative)	Date

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