DEPARTMENT OF BEHAVIORAL HEALTH AND DEVELOPMENTAL SERVICES
CORRECTIVE ACTION PLAN

Investigation ID: **5**
License #: **1746-14-010**
Organization Name: **Gateway Counseling Center**

Date of Inspection: **06-26-2024**
Program Type/Facility Name: **14-010 Rock Hill Church Rd**

Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
12VAC35-46-800. A. (1) - There shall be evidence of a structured program of care designed to: 1. Meet the residents' physical and emotional needs;	N	Rock Hill Church Rd This regulation was NOT MET as evidenced by: Provider discovered cell phone text messages on Individual #1s cell phone between I#1 and Staff # 1. where S# 1 was agreeing to accept shoes from I#1 as payment in exchange for S#1 providing I# 1 with clean urine for urine screenings and providing I# 1 with nicotine, THC, and vapes. Amount and number unclear. Staff #1 failed to implement a therapeutic environment and protect the health and safety of the residents.	PR) 07/09/2024 Information was provided by Individual 1 that alleged that Employee 1 had been texting with Individual 1 and had been providing vapes and perhaps offering clean urine and during the exchanges had been bartering for shoes belonging to Individual 1. The phone was confiscated from Individual 1 (voluntarily given) and there were many text messages that supported the allegations. Employee 1 was immediately placed on administrative leave. Law enforcement and CPS were contacted and a full report provided. The phone was given to law enforcement. Upon completing an Internal Investigation and with the support of the text messages it was determined that Employee 1 was indeed guilty of neglect and exploitation. Law enforcement contacted employee 1 and questioned him but he denied any involvement with the accusations. At that time he resigned from his position. Law enforcement advised GYS not to divulge the level of evidence as they were going to be issuing a warrant for his arrest, based on the evidence that they had obtained. At this time, no ongoing information has been provided by law enforcement. OLR) Accepted 07/10/2024	6/20/2024

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12VAC35-46-800. A. (2) - There shall be evidence of a structured program of care designed to: 2. Provide protection, guidance, and supervision;	N	Rock Hill Church Rd This regulation was NOT MET as evidenced by: Provider discovered cell phone text messages on Individual #1s cell phone between I#1 and Staff # 1. where S# 1 was agreeing to accept shoes from I#1 as payment in exchange for S#1 providing I# 1 with clean urine for urine screenings and providing I# 1 with nicotine, THC, and vapes. Amount and number unclear. Staff #1 failed to implement a therapeutic environment and protect the health and safety of the residents.	PR) 07/09/2024 Information was provided by Individual 1 that alleged that Employee 1 had been texting with Individual 1 and had been providing vapes and perhaps offering clean urine and during the exchanges had been bartering for shoes belonging to Individual 1. The phone was confiscated from Individual 1 (voluntarily given) and there were many text messages that supported the allegations. Employee 1 was immediately placed on administrative leave. Law enforcement and CPS were contacted and a full report provided. The phone was given to law enforcement. Upon completing an Internal Investigation and with the support of the text messages it was determined that Employee 1 was indeed guilty of neglect and exploitation. Law enforcement contacted employee 1 and questioned him but he denied any involvement with the accusations. At that time he resigned from his position. Law enforcement advised GYS not to divulge the level of evidence as they were going to be issuing a warrant for his arrest, based on the evidence that they had obtained. At this time, no ongoing information has been provided by law enforcement. OLR) Accepted 07/10/2024	6/20/2024

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Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
12VAC35-46-800. A. (3) - There shall be evidence of a structured program of care designed to: 3. Meet the objectives of any required individualized service plan.	N	Rock Hill Church Rd This regulation was NOT MET as evidenced by: Provider discovered cell phone text messages on Individual #1s cell phone between I#1 and Staff # 1. where S# 1 was agreeing to accept shoes from I#1 as payment in exchange for S#1 providing I# 1 with clean urine for urine screenings and providing I# 1 with nicotine, THC, and vapes. Amount and number unclear. Staff #1 failed to implement a therapeutic environment and protect the health and safety of the residents.	PR) 07/09/2024 Information was provided by Individual 1 that alleged that Employee 1 had been texting with Individual 1 and had been providing vapes and perhaps offering clean urine and during the exchanges had been bartering for shoes belonging to Individual 1. The phone was confiscated from Individual 1 (voluntarily given) and there were many text messages that supported the allegations. Employee 1 was immediately placed on administrative leave. Law enforcement and CPS were contacted and a full report provided. The phone was given to law enforcement. Upon completing an Internal Investigation and with the support of the text messages it was determined that Employee 1 was indeed guilty of neglect and exploitation. Law enforcement contacted employee 1 and questioned him but he denied any involvement with the accusations. At that time he resigned from his position. Law enforcement advised GYS not to divulge the level of evidence as they were going to be issuing a warrant for his arrest, based on the evidence that they had obtained. At this time, no ongoing information has been provided by law enforcement. OLR) Accepted 07/10/2024	6/20/2024

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General Comments / Recommendations:
Reviewed OHR CAP and response, same response will be accepted by OL.

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.

Christopher Cart, Licensing Specialist	(Signature of Organization Representative)	Date

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