DEPARTMENT OF BEHAVIORAL HEALTH AND DEVELOPMENTAL SERVICES
CORRECTIVE ACTION PLAN

License #: **1906-14-008**
Organization Name: **The Patches Group, LLC**

Date of Inspection: **04-16-2026**
Program Type/Facility Name: **14-008 Grant Avenue**

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	Grant Avenue This regulation was NOT MET as evidenced by: See OHR citations below.		

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12VAC35-115-50. B. (2) - In receiving all services, each individual has the right to: 2. Be protected from harm including abuse, neglect, and exploitation.	N	Grant Avenue This regulation was NOT MET as evidenced by: "Neglect" means failure by a person, program, or facility operated, licensed, or funded by the department, excluding those operated by the Department of Corrections, responsible for providing services to do so, including nourishment, treatment, care, goods, or services necessary to the health, safety, or welfare of an individual receiving care or treatment for mental illness, intellectual disability, or substance abuse. Employee #1 failed to adhere to line of sight supervision while in community with individual #1.	PR) 06/01/2026 Provider The Patches Group (TPG) did not provide protection from potential harm including abuse, neglect, and exploitation when Employee #1 failed to provide Line of Sight Supervision (LOS) while in the community with Individual #1. This issue was addressed by updating the Supervision Policy while on outings as well as providing a Line of Sight Training for all personnel, except one child care staff worker who missed the training. This child care staff worker was retrained at a later date. (SEE ATTACHED) A Quality Assurance Manager or Executive Director will be responsible for performing monthly personnel file reviews to ensure that the *Annual Line of Sight Training* has been completed at minimum within a 12-month period and signed by each employee. OHR/OLR) Accepted 07/07/2026	3/20/2026

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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.

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

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