

**DEPARTMENT OF BEHAVIORAL HEALTH AND DEVELOPMENTAL SERVICES  
CORRECTIVE ACTION PLAN**

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Investigation ID: 7

License #: 1906-14-009

Organization Name: The Patches Group, LLC

Date of Inspection: 12-18-2025

Program Type/Facility Name: 14-009 Garfield

| <u>Standard(s) Cited</u>                                                                                                                                                                                                                                                              | <u>Comp</u> | <u>Description of Noncompliance</u>                                                                                                                                                                                                                                        | <u>Actions to be Taken</u>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | <u>Planned Comp. Date</u> |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------|
| 12VAC35-46-710. B. (2) - Providers shall develop, and fully complete prior to acceptance for care, an application for admission that is designed to compile information necessary to determine: 2. The mental health, emotional, and psychological needs of the prospective resident; | N           | Garfield<br><br>This regulation was NOT MET as evidenced by:<br><br>During this investigation inspection, it was determined the individuals assessment did not include documentation on the mental health, emotional, and psychological needs of the prospective resident. | PR) 03/20/2026<br><br>On the assessment form reviewed by the inspector provider, The Patches Group (TPG) did not include documentation on the mental health, emotional, and psychological needs of the prospective resident. This was oversight on the part of the provider and has since been rectified and updated on the new application for admissions form. (SEE ATTACHED)<br><br>Moving forward TPG will train admission staff to use the updated Application of Admission with all eleven sections of the 12VAC35-46-710. B. This will become an Annual Training for House Managers.<br><br>A Quality Assurance Manager or Executive Director will be responsible for performing monthly personnel file reviews to ensure that Application for admissions training has been completed within a 12-month period and signed by each employee.<br><br>OLR) Accepted 03/20/2026 | 3/20/2026                 |

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| <u>Standard(s) Cited</u>                                                                                                                                                                                                                                    | <u>Comp</u> | <u>Description of Noncompliance</u>                                                                                                                                                                                                                                                                                     | <u>Actions to be Taken</u>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | <u>Planned Comp. Date</u> |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------|
| 12VAC35-46-710. B. (5) - Providers shall develop, and fully complete prior to acceptance for care, an application for admission that is designed to compile information necessary to determine: 5. The suitability of the prospective resident's admission; | N           | <p>Garfield</p> <p>This regulation was NOT MET as evidenced by:</p> <p>During this investigation inspection, although the assessment did document on the suitability of the placement, it was determined the individuals assessment did not include documentation on the suitability of the resident for admission.</p> | <p>PR) 03/20/2026</p> <p>On the assessment form reviewed by the inspector provider, The Patches Group (TPG) did not include documentation on the suitability of the resident for admission. This was oversight on the part of the provider and has since been rectified and updated on the new application for admissions form.</p> <p>(SEE ATTACHED)</p> <p>Moving forward TPG will train admission staff to use the updated Application of Admission with all eleven sections of the 12VAC35-46-710. B. This will become an Annual Training for House Managers.</p> <p>A Quality Assurance Manager or Executive Director will be responsible for performing monthly personnel file reviews to ensure that Application for admissions training has been completed within a 12-month period and signed by each employee.</p> <p>OLR) Accepted 03/20/2026</p> | 3/20/2026                 |

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| <u>Standard(s) Cited</u>                                                                                                                                                                                                                                   | <u>Comp</u> | <u>Description of Noncompliance</u>                                                                                                                                                                                                                                 | <u>Actions to be Taken</u>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | <u>Planned Comp. Date</u> |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------|
| 12VAC35-46-710. B. (6) - Providers shall develop, and fully complete prior to acceptance for care, an application for admission that is designed to compile information necessary to determine: 6. The behavior support needs of the prospective resident; | N           | <p>Garfield</p> <p>This regulation was NOT MET as evidenced by:</p> <p>During this investigation inspection, it was determined the individuals assessment did not include documentation did not include the behavior support needs of the prospective resident.</p> | <p>PR) 03/20/2026</p> <p>On the assessment form reviewed by the inspector provider, The Patches Group (TPG) did not include documentation did not include the behavior support needs of the prospective resident. This was oversight on the part of the provider and has since been rectified and updated on the new application for admissions form.</p> <p>(SEE ATTACHED)</p> <p>Moving forward TPG will train admission staff to use the updated Application of Admission with all eleven sections of the 12VAC35-46-710. B. This will become an Annual Training for House Managers.</p> <p>A Quality Assurance Manager or Executive Director will be responsible for performing monthly personnel file reviews to ensure that Application for admissions training has been completed within a 12-month period and signed by each employee.</p> <p>OLR) Accepted 03/20/2026</p> | 3/20/2026                 |

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| <u>Standard(s) Cited</u>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | <u>Comp</u> | <u>Description of Noncompliance</u>                                                                                            | <u>Actions to be Taken</u> | <u>Planned Comp. Date</u>                                                                |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|--------------------------------------------------------------------------------------------------------------------------------|----------------------------|------------------------------------------------------------------------------------------|
| <p><b>General Comments / Recommendations:</b><br/>LS recommends the provider update their supervision of resident's policy to include routine off campus activities per the regulation.</p> <p>LS recommends the provider complete and document intake/assessment interviews with more than just the individuals such as placing agencies, guardians, or other persons of importance when it come to receiving important past and current information pertaining to admission. The admission packet that was reviewed only documented speaking with the individual and reviewing documentation.</p> <p>When completing the admission assessment every item must be completed. There were items on the assessment that were not required by regulation, but if categories are added they must be completed.</p> |             |                                                                                                                                |                            |                                                                                          |
| <p>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.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |             |                                                                                                                                |                            |                                                                                          |
| <hr style="border: none; border-top: 1px solid black; margin-bottom: 5px;"/> <p>Darragh Walker, Licensing Specialist</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |             | <hr style="border: none; border-top: 1px solid black; margin-bottom: 5px;"/> <p>(Signature of Organization Representative)</p> |                            | <hr style="border: none; border-top: 1px solid black; margin-bottom: 5px;"/> <p>Date</p> |
| <p>C = Substantial Compliance, N = Non Compliance, NS = Non Compliance Systemic, ND = Non Determined</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |             |                                                                                                                                |                            |                                                                                          |