DEPARTMENT OF BEHAVIORAL HEALTH AND DEVELOPMENTAL SERVICES
CORRECTIVE ACTION PLAN

License #: **229-14-008**
Organization Name: **HopeTree Family Services**

Date of Inspection: **05-12-2022**
Program Type/Facility Name: **14-008 HopeTree Evans Home**

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	HopeTree Evans Home This regulation was NOT MET as evidenced by: See OHR citation below.	PR) 06/13/2022 HTFS leadership met with all staff present during the incident and reviewed video surveillance of the event. Staff testimony was corroborated that the youth entered the staff office, and took the keys from the desk drawer. HTFS Therapeutic Group Home Leadership reviewed policies and procedures in place related to access to vehicles. It was determined that written policy did not exist clearly defining expectations for keys to be secured between use. All TGH staff will receive copies of the Vehicle Policy and attest at the scheduled staff meeting on 6/21. Staff involved in the incident received verbal warnings and participated in additional supervision with the program manager. OLR) Accepted 06/22/2022	6/21/2022

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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	HopeTree Evans Home 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. See § 37.2-100 of the Code of Virginia. • Upon review of CHRIS entry A-202200015, this agency founded an allegation of Neglect when Employee #1 and Employee #2 failed to secure the agency vehicle keys which allowed Individual #1 an opportunity to gain access to the agency vehicle keys and van, putting individual at risk. Individual #1 gained access to agency vehicle keys and stole agency van, drove it, and caused damage to the vehicle and agency property. Based on a preponderance of evidence, this agency founded an allegation of Neglect when Employee #1 and Employee #2 failed to secure the agency vehicle keys which allowed Individual #1 an opportunity to gain access to the agency vehicle keys and van, putting individual at risk. Individual #1 gained access to agency vehicle keys and stole agency van, drove it, and caused damage to the vehicle and agency property.	PR) 06/13/2022 HTFS determined that a written policy did not exist outlining protocol for securing vehicle keys when not in use. The vehicle policy was revised to include the following protocol: "Youth will not operate agency vehicles. Keys for agency vehicles are to be kept in a locked box, inside a locked filing cabinet, and stored inside a locked staff office. Only agency personnel have access." This protocol ensures keys are behind 3 locked doors at all times when not in use, as the office door is to be locked (except when administering medication 1:1 to youth), keys placed in the lockbox, in a locked filing cabinet. All staff have verbally been notified of the change in policy and will attest in writing during the scheduled staff meeting on 6/21. OHR/OLR) Accepted 06/22/2022	6/21/2022

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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.

Tonya Carr, Legal Operations Manager	(Signature of Organization Representative)	Date

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