DEPARTMENT OF BEHAVIORAL HEALTH AND DEVELOPMENTAL SERVICES
CORRECTIVE ACTION PLAN

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

Date of Inspection: **09-22-2022**
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 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	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-202200062, A-20220063, A-20220064, A-20220065, A-20220066, Employee #1 failed to follow agency policy and did not complete the scheduled 30 minute checks assigned for Individual #1, Individual #2, Individual #3, Individual #4, and Individual #5; allowing these individuals to gain access to contraband items. Based on a preponderance of evidence, this agency founded an allegation of Neglect when Employee #1 failed to follow agency policy and did not complete the scheduled 30 minute checks assigned for Individual #1, Individual #2, Individual #3, Individual #4, and Individual #5; allowing these individuals to gain access to contraband items.	PR) 10/24/2022 Chief Clinical Officer and Chief Compliance Officer responded on-site to HTFS on 8/28/22 upon notification of the youth having obtained contraband after an onshift staff person reviewed the video recording. Cottage and youth rooms were searched to ensure the safety of staff and youth. Additional staff was brought on shift to provide increased supervision through the following 72 hours, ensuring safety was maintained. Staff 1 (on shift during the incident) was placed on administrative leave pending internal investigations. A CPS complaint was filed regarding the youth's access to the staff office and contraband while under Staff 1's supervision. The Chief Compliance Officer led an internal investigation meeting with each youth, the CPS investigator, and the staff involved; after that investigation, it was determined Staff 1 had not followed HTFS policy related to night checks resulting in separation of employment. Protocols for expectations for night checks, the tracking of youth wellness checks at night using Microsoft TEAMS which allows for electronic time stamping, processes for daily room checks, and procedures related to maintaining locked office doors & access to keys were reviewed with staff on 8/31; ongoing internal reviews will continue to ensure compliance from the Chief Compliance Officer and Program Director. Additional reminders and review of the process will occur during the all-staff meeting on 10/26/22. OHR/OLR) Accepted 12/06/2022	10/27/2022

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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.

Mandy Crowder, Human Rights	(Signature of Organization Representative)	Date

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