DEPARTMENT OF BEHAVIORAL HEALTH AND DEVELOPMENTAL SERVICES
CORRECTIVE ACTION PLAN

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

Date of Inspection: **06-10-2026**
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:	Non-compliance occurred due to employee not following program policy and procedure. The organization followed agency policy and procedure by implementing corrective action in accordance with internal policy and procedure with the employee identified in the incident. In addition, the program completed a review of the physical environment to ensure required postings were in place. “It’s My Right” posters have been updated, verified, and are clearly posted within the service location. Postings include current and accurate contact information for internal reporting and the Office of Human Rights (OHR) Advocate. The Program Manager and Program Director have been identified as responsible for ensuring ongoing implementation, monitoring, and compliance with these requirements. This includes routine verification that rights information remains posted and accessible, and that staff consistently uphold resident rights in practice.	6/4/2026

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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.

Heather Oakes, Human Rights	(Signature of Organization Representative)	Date

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