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



License #: **229-14-009**
Organization Name: **HopeTree Family Services**

Date of Inspection: **01-31-2023**
Program Type/Facility Name: **14-009 HopeTree Robertson 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 Robertson Home<br><br>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 Robertson Home<br><br>This regulation was NOT MET as evidenced by:<br><br>"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.<br><br>This regulation was NOT MET as evidenced by:<br><br>• Upon review of CHRIS entries A-20220080 & A-20220081 provider determined that there was a founded allegation of Neglect when Employee #1 failed to provide appropriate supervision of Individual #1 and Individual #2, leading to the eloping of Individual #1 and Individual #2 from the facility.<br><br>Based on a preponderance of evidence, it was determined that there was a founded allegation of Neglect when Employee #1 failed to provide appropriate supervision of Individual #1 and Individual #2, leading to the eloping of Individual #1 and Individual #2 from the facility. | PR) 03/21/2023<br><br>HTFS currently uses an electronic submission report to help identify issues identified during room checks. Training on Room checks/Supervision of residents was readdressed with Direct staff members on 2/16/23. Direct staff were provided a verbal counseling on 3/2/23 reinforcing the importance of adhering to company policy.<br><br>Staff hired in to program are provided training and are required to sign off on understanding of requirement to maintain supervision of residents to include overnight shifts. HTFS has further increased security cameras in common areas to help reduce potential blind spots.<br><br>TGH Director will provide another training with staff on 3/23/23 citing the program's supervision of resident's policy.<br><br>Staff member #1 identified in CAP was placed on Administrative Leave at discovery of issue to allow for investigation. Before the completion of the investigation, staff member #1 resigned from position with HTFS. Staff is no longer employed with HTFS<br><br>OHR/OLR) Accepted 03/22/2023 | 3/23/2023 |

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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