DEPARTMENT OF BEHAVIORAL HEALTH AND DEVELOPMENTAL SERVICES
CORRECTIVE ACTION PLAN

License #: **291-14-008**
Organization Name: **Second Story**

Date of Inspection: **03-07-2025**
Program Type/Facility Name: **14-008 Second Story**

Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
12VAC35-46-80. B. - The provider shall submit to the department and implement a written corrective action plan for each regulation for which the provider is found to be in noncompliance.	N	Second Story This regulation was NOT MET as evidenced by: The provider did not submit a corrective action plan for each regulation found to be in non-compliance. The provider is required to submit an updated and implemented corrective action plan by 03/17/2025.	PR) 03/15/2025 Staff did not complete the associated CAP on time due to an inability to get in touch with the correct licensing specialist, as well as applying for an extension too close to the due date. The issue has been corrected by submitting the original CAP. Going forward, any extension requests for CAPs will be submitted at least 2-4 days before the due date, and staff will also inform the licensing specialist of the request via phone and/or email. This policy will be reviewed by the Compliance & Training Manager annually at a minimum and earlier if needed. OLR) Accepted 03/19/2025	3/15/2025

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Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
12VAC35-46-80. D. - The provider shall submit the corrective action plan to the department within 15 business days of the issuance of the licensing report. Extensions may be granted by the department when requested prior to the due date, but extensions shall not exceed an additional 10 business days. An immediate corrective action plan shall be required if the department determines that the violations pose a threat to the health, safety, or welfare of residents.	N	Second Story This regulation was NOT MET as evidenced by: The provider did not submit the corrective action plan with in 15 business days of issuance. The provider is required to submit a corrective action plan to OL within 5 business days of receipt by 3/17/2025.	PR) 03/15/2025 Staff did not complete the associated CAP on time due to an inability to get in touch with the correct licensing specialist, as well as applying for an extension too close to the due date. The issue has been corrected by submitting the original CAP. Going forward, any extension requests for CAPs will be submitted at least 2-4 days before the due date, and staff will also inform the licensing specialist of the request via phone and/or email. This policy will be reviewed by the Compliance & Training Manager annually at a minimum and earlier if needed. OLR) Accepted 03/19/2025	3/15/2025

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General Comments / Recommendations:
It is recommended that the provider submit the corrective action plan by 3/17/2025. Corrective Action Plan extensions will not be granted to the provider as both corrective action plans have been issued and are to be returned to OL by required due dates. The first corrective action plan for investigation 291-14-008-48 is required to be returned as quickly as possible to OL.

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.

Shani McGee, Licensing Specialist	(Signature of Organization Representative)	Date

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