DEPARTMENT OF BEHAVIORAL HEALTH AND DEVELOPMENTAL SERVICES
CORRECTIVE ACTION PLAN

License #: **295-14-032**
Organization Name: **Intercept Health**

Date of Inspection: **08-09-2022**
Program Type/Facility Name: **14-032 Gateway-Intercept**

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	Gateway-Intercept This regulation was NOT MET as evidenced by: See OHR citation below.	PR) 09/16/2022 Leadership met with employee on 7/20/22 to review incident and ensure understanding of ratio/change-of-shift procedures. Corrective Action Report was developed and reviewed at that time. Performance Improvement Plan was implemented for employee (6 weeks of additional 1:1 training), as it appeared that there was a cultural component that may have caused a learning barrier during initial training. OLR) Accepted 09/21/2022	7/20/2022

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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	Gateway-Intercept 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. The provider's investigation included staff admission and failure to follow policy which revealed performance issues demonstrated by Employee 1 and neglect was found.	PR) 09/16/2022 Employee received written disciplinary action and was placed on a Performance Improvement Plan that encompassed six weeks of additional training. He participated in individual supervision with Gateway's Program Manager weekly, throughout the PIP. During supervision, additional training was facilitated, covering pertinent topics related to the Residential Specialist job expectations and requirements. Training included verbal, written, and demonstrative tasks to better ensure that employee had a clear understanding of the job expectations required in his role. On 8/30/2022, employee met the requirements of his PIP. He continues to have supervision with Program Manager, as part of his employment. OHR/OLR) Accepted 09/20/2022 OHR Response: CAP accepted.	8/30/2022

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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