DEPARTMENT OF BEHAVIORAL HEALTH AND DEVELOPMENTAL SERVICES
CORRECTIVE ACTION PLAN

License #: **3187-14-010**
Organization Name: **STARS**

Date of Inspection: **08-18-2026**
Program Type/Facility Name: **14-010 Nova**

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	Nova This regulation was NOT MET as evidenced by: See OHR citation 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	Nova This regulation was NOT MET as evidenced by: "Abuse" means any act or failure to act by an employee or other person responsible for the care of an individual in a facility or program operated, licensed, or funded by the department, excluding those operated by the Department of Corrections, that was performed or was failed to be performed knowingly, recklessly, or intentionally, and that caused or might have caused physical or psychological harm, injury, or death to a person receiving care or treatment for mental illness, intellectual disability, or substance abuse. During review of the CHRIS records the advocate identified the following: • Employee 1 and residents were traveling in a vehicle. The residents in the vehicle were yelling and being loud. Employee 1 redirected the residents and turned the radio down. While doing so, Employee 1 collided with another vehicle which was stopped at a green light. • Individual 1 complained of knee pain and subsequently taken for medical follow up. • Individual 3 complained of a headache and taken for medical follow-up. • Individual 5 complained of a headache and initially refused medical follow-up but eventually received medical follow-up at the encouragement of staff. • Individual 2 initially refused medical follow-up but eventually received medical follow-up at the encouragement of staff and mother. Individual 2 was sore but sustained no injuries. • Individual 4 initially refused medical follow-up but eventually received medical follow-up at the encouragement of staff and mother. Individual 4 was sore but sustained no injuries.	PR) 09/06/2026 Discussion of different ways to handle redirecting residents while driving. Also, discussion of completing a driver improvement course. OHR/OLR) Accepted 09/11/2026	9/30/2026

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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.

Artea Ambrose, Human Rights	(Signature of Organization Representative)	Date

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