DEPARTMENT OF BEHAVIORAL HEALTH AND DEVELOPMENTAL SERVICES
CORRECTIVE ACTION PLAN

License #: **3187-14-012**
Organization Name: **STARS**

Date of Inspection: **08-14-2023**
Program Type/Facility Name: **14-012 Phoenix House**

Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
12VAC35-46-590. B. - The interior and exterior of all buildings shall be safe, properly maintained, clean, and in good working order. This includes, but is not limited to, required locks, mechanical devices, indoor and outdoor equipment, and furnishings.	N	Phoenix House This regulation was NOT MET as evidenced by: During the course of the investigation into CHRIS entry 20230086, interviews and a physical plant review occurred as part of the investigation progress. While on-site at the Phoenix House location, several areas of the home were not considered safe, properly maintained, clean, or in good working order. On both floors of the Phoenix home, there were broken blinds in multiple windows, there was black mold on the ceiling in the shower of the downstairs/basement bathroom, kitchen cabinets, walls, and doors had food and dirt smeared to them, there was a build-up dirt along the floorboards upon entering the home, one of the upstairs vents was extremely dirty, and the upstairs bathroom had grim around the sink.	PR) 08/28/2023 Staff supervisor and maintenance supervisor will go through a different house each week, at the beginning of the week. This ensures full house cleanup was completed. The pictures will then be sent to staff. With an explanation of what needs to be completed. The house that week will then be checked over again to make sure that the issues were corrected. OLR) Accepted 08/28/2023	9/4/2023

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.

Ann Mays, Licensing Specialist	(Signature of Organization Representative)	Date

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