DEPARTMENT OF BEHAVIORAL HEALTH AND DEVELOPMENTAL SERVICES
CORRECTIVE ACTION PLAN

License #: **3311-14-008**
Organization Name: **Secure Haven Youth Services, LLC**

Date of Inspection: **08-05-2026**
Program Type/Facility Name: **14-008 Lawford House**

Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
12VAC35-46-1070. C. - The provider shall notify the department within 24 hours of any serious illness or injury, any death of a resident, and all other situations as required by the department. Such reports shall include: 1. The date and time the incident occurred; 2. A brief description of the incident; 3. The action taken as a result of the incident; 4. The name of the person who completed the report; 5. The name of the person who made the report to the placing agency and to either the parent or legal guardian; 6. The name of the person to whom the report was made.	N	Lawford House This regulation was NOT MET as evidenced by: CHRIS Number: 20260001 Date/Time of Discover: 07/16/2026 11:30PM Enter Date/Time: 07/20/2026 9:32PM Reporting Delay: 70:2:00 Location Name: Lawford House	PR) 08/07/2026 The CEO will enter all incidents in the web-based reporting system in the allotted time frame (24 hours of receipt of all incidents). The CEO will have an investigation conducted within in 10 days of the investigation and report the findings in the CHRIS portal. The CEO will notify the legal guardian in writing the findings and an opportunity to appeal if they disagree with the results. OLR) Partially Accepted 08/14/2026 In addition to the above, the provider response needs to include the following: 1. Describe the specific issue that led to the late reporting. 2. How was the late reporting of incidents addressed? Was it a meeting, a training, or process change? Please be specific. 3. Description of safeguards enacted agency wide to ensure all Level II and Level III are entered into CHRIS within the required timeframe. 4. Staff by title responsible for monitoring process implemented to ensure timely data entry of Level II and Level III incidents into CHRIS. This role should be someone other than the person who is responsible for entering the data in CHRIS where possible. 5. Indicate the frequency for monitoring the plan including how it will be monitored (Ex: daily checks, monthly audits, weekly chart reviews, quarterly checklist). 6. Staff by title who has the primary	7/20/2026

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			responsibility to enter incidents into CHRIS. 7. Staff by title who serves as back up to enter incidents into CHRIS when the designated person is unable to do so including nights, weekends, and holidays. PR) 08/25/2026 Describe the specific issue that led to the late reporting. The provider entered the incident into the CHRIS system at the time she/he received the report whichnwas within 24 hours of notice. How was the late reporting of incidents addressed? The CEO will train the staff ton notify the provider at then time of the incident. Was it a meeting, a training, or process change? Please be specific. Description of safeguards enacted agency wide to ensure all Level II and Level III are entered into CHRIS within the required timeframe. The staff are trained to address all safeguards at the time of the incident, The staff immediately addressed the incident and medical attention was given to the resident. Staff by title responsible for monitoring process implemented to ensure timely data entry of Level II and Level III incidents into CHRIS. This role should be someone other than the person who is responsible for entering the data in CHRIS where possible. The Program Director and the	

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			Case Manager are responsible for notifying the person who is responsible for entering the incidents intom the CHRIS portal. Indicate the frequency for monitoring the plan including how it will be monitored (Ex: daily checks, monthly audits, weekly chart reviews, quarterly checklist). There are weekly audits for reviews and daily as needed. Staff by title who has the primary responsibility to enter incidents into CHRIS. The CEO is responsible for entering all incidents into the CHRIS portal. Staff by title who serves as back up to enter incidents into CHRIS when the designated person is unable to do so including nights, weekends, and holidays. The Program Director and/or the Case Manager is responsible as a. back up to enter incidents into CHRIS when the designated person is unable to do so including nights, weekends, and holidays. OLR) Accepted 09/11/2026	

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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.

Lakesha Steele, Incident Management Unit	(Signature of Organization Representative)	Date

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