DEPARTMENT OF BEHAVIORAL HEALTH AND DEVELOPMENTAL SERVICES
CORRECTIVE ACTION PLAN

License #: **3466-14-008**
Organization Name: **Optimum Youth Services LLC**

Date of Inspection: **09-19-2022**
Program Type/Facility Name: **14-008 Gabrielle's House**

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	Gabrielle's House This regulation was NOT MET as evidenced by: See OHR citation below.		
12VAC35-115-230. A. (3a) - Providers shall collect, maintain, and report the following information concerning abuse, neglect, and exploitation: 3. The investigating authority shall provide a written report of the results of the investigation of abuse or neglect to the director and human rights advocate via the department's web-based reporting	N	Gabrielle's House This regulation was NOT MET as evidenced by: In a review of the CHRIS entry A-20220001, Employee 1 failed to provide a written report of the results of the investigation within 10 working days from the date in which the investigation began. The investigative findings were due on 8/30/2022.	PR) 10/05/2022 **PR:** **RCA:** The provider reviewed Human Rights Regulations: 12VAC35-46-70. outlined in§ 37.2-400 of the Code of Virginia and Services (12VAC35- 115). -The provider does guarantee resident rights as stated. An internal investigation was completed and unfounded. The youth was a sex offender, and this caused her to AWOL **Systematic Plan**: As part of the CAP, provider will take the following actions .-Our program policies will be updated to only accept	10/5/2022

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application within 10 working days from the date the investigation began unless an extension has been granted (see 12VAC35-115-175). This report shall include: 3a. Whether abuse, neglect, or exploitation occurred;			youth who have been sexually abuse and not a sex offender. -If there is a delay of a written report due to technical errors, As stated below the following will happen: -If there are technical difficulties and the provider is locked out. The provider will continue to contact and follow-up with the persons stated below unless referred to someone else: • DeltaProd • Human Rights Advocate • Office of Licensing-Region IV Manager • License specialist • The provider will send a written report if it is accepted by Human rights as acceptable until issue is resolve in CHRIS. • The provider will follow-up with Human Rights Advocate and licensing to provide an update of issues and seek advisement regarding report and dates once technical issues have been resolved. Provider understands that it is important to report allegations of abuse and neglect to HR in the regulated time frame in order to be in compliance. **Monitoring Plan**: The program director will monitor that a written report of the results of the investigations of abuse or neglect is completed within 10 working days from the date in which the investigation began and the results of any the technical difficulties. **Position Responsible for Monitoring Implementation**: Provider identifies the program director position as the position responsible for monitoring implementation of the approved CAP.	

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			PR: RCA: The provider reviewed Human Rights Regulations: 12VAC35-115-230 (A)(3): Provider Requirements for Reporting and is aware of the regulations but was not able to adhere due to technical issues of being locked out of CHRIS and then not be able to complete a report because there was no drop down for the location address, so the report could not be submitted in a timely manner. The provider contacted the following during the months of July and August 2022. • DeltaProd • Human Rights Advocate • Office of Licensing-Region IV Manager • License specialist Systematic Plan: As part of the CAP, provider will take the following actions to ensure that a written report is completed of the results of the investigation of abuse or neglect to the director and human rights advocate via the department's web-based reporting application within 10 working days from the date the investigation began unless an extension has been granted (see 12VAC35-115-175).	

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			• If there are technical difficulties and the provider is locked out. The provider will continue to contact and follow-up with the above persons unless referred to someone else. • The provider will send a written report if it is accepted by Human rights as acceptable until issue is resolve in CHRIS. • The provider will follow-up with Human Rights Advocate and licensing to provide an update of issues and seek advisement regarding report and dates once technical issues have been resolved. Provider understands that it is important to report allegations of abuse and neglect to HR in the regulated time frame in order to be in compliance. **Monitoring Plan:** The program director will monitor that a written report of the results of the investigations of abuse or neglect is completed within 10 working days from the date in which the investigation began and the results of any the technical difficulties. **Position Responsible for Monitoring Implementation**: Provider identifies the program director position as the position responsible for monitoring implementation of the approved CAP.	

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			OHR/OLR) Partially Accepted 10/05/2022 PR) 10/05/2022OHR/OLR) Partially Accepted 10/05/2022 Provider must remove all identifying information (names). Titles are acceptable.	

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.

Cassie Purtlebaugh, Human Rights | (Signature of Organization Representative) | Date

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