

**DEPARTMENT OF BEHAVIORAL HEALTH AND DEVELOPMENTAL SERVICES
CORRECTIVE ACTION PLAN**

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License #: **3604-14-008**

Organization Name: **Always Blossom, LLC**

Date of Inspection: **06-11-2025**

Program Type/Facility Name: **14-008 Always Blossom, LLC**

<u>Standard(s) Cited</u>	<u>Comp</u>	<u>Description of Noncompliance</u>	<u>Actions to be Taken</u>	<u>Planned Comp. Date</u>
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	Always Blossom, LLC This regulation was NOT MET as evidenced by: See OHR citation.		

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12VAC35-115-175. F. (4) - Additional requirements for complaints involving abuse, neglect, or exploitation: 4. The program director shall ensure that the investigation is conducted by a person trained to do investigations and who is not involved in the issues under investigation.	N	Always Blossom, LLC This regulation was NOT MET as evidenced by: <i>The program director shall ensure that the investigation is conducted by a person trained to do investigations and who is not involved in the issues under investigation.</i> During the Advocate's monitoring of the CHRIS report A-20250001, the provider failed to provide evidence of a trained investigator for verification on June 6, 2025. Based on the Advocate's review, there is a preponderance of evidence to support the violation.	PR) 07/15/2025 A. Root cause of violation: Failure to provide evidence of a trained investigator for verification on 6/6/2025 B. Systemic plan of action: Program Director shall ensure that all investigations are conducted by a person trained to do investigations and who is not involved in the issues under investigation. C. Frequency for monitoring the plan and how it will be monitored: All abuse, neglect, and exploitation allegations put in the CHRIS system will be checked within 24 hours for accuracy by the Program Director. The Program Director will also make sure there is a trained investigator to investigate the cases. The Program Director and owner are registered for the next Investigating Abuse, Neglect, and Exploitation training on 7/24/2025. OHR/OLR) Accepted 07/28/2025	7/24/2025

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12VAC35-115-230. A. (2) - Providers shall collect, maintain, and report the following information concerning abuse, neglect, and exploitation: 2. The director of a service licensed or funded by the department shall report each allegation of abuse or neglect via the department's web-based reporting application within 24 hours of receipt of the allegation (see 12VAC35-115-175).	N	Always Blossom, LLC This regulation was NOT MET as evidenced by: Upon review of CHRIS entry, A-20250001 , the provider became aware of the incident on 3/13/2025 and the date of entry into CHRIS is 4/08/2025. As a result, the provider failed to report the allegation to the Office of Human Rights via the department's web-based reporting application within 24 hours of receipt.	PR) 07/15/2025 A. Root cause of violation: Failure to report the allegation to the Office of Human Rights within 24 hours of receipt. B. Systemic plan of action: The Program Director will report to the Office of Human Rights any information concerning abuse, neglect and exploitation within 24 hours of discovery and by telephone to the authorized representative within 24 hours. C. Frequency for monitoring the plan and how it will be monitored: All abuse, neglect, and exploitation allegations put in the CHRIS system will be checked within 24 hours for accuracy by the Program Director. OHR/OLR) Accepted 07/28/2025	7/15/2025

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.

Andrea Milhouse, Human Rights

(Signature of Organization Representative)

Date

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