DEPARTMENT OF BEHAVIORAL HEALTH AND DEVELOPMENTAL SERVICES
CORRECTIVE ACTION PLAN

License #: **4267-14-008**
Organization Name: **Lighthouse 1, LLC**

Date of Inspection: **03-07-2025**
Program Type/Facility Name: **14-008 Lighthouse 1, LLC**

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	Lighthouse 1, LLC This regulation was NOT MET as evidenced by: See OHR citation.		
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	N	Lighthouse 1, LLC This regulation was NOT MET as evidenced by: Upon review of CHRIS entry, A-20250001, the provider became aware of the incident on 1/31/2025, and the date of entry into CHRIS is 2/13/2025. As a result, the provider failed to report the allegation to the department via the department's web-based reporting application within 24 hours of receipt.	PR) 04/11/2025 The corrective action plan regarding CHRIS reporting and 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 is as follows: Staff training and education will be enhanced to reinforce the importance of timely and accurate reporting. All staff members responsible for incident reporting will undergo refresher training. Completion by the next scheduled OHR training. New employees will be required to complete training on reporting procedures within their first 30 days of employment, and quarterly refresher sessions will be held to maintain compliance awareness.	4/18/2025

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12VAC35-115-175).			Internal policies and procedures will be reviewed and updated to include clear, step-by-step guidelines for entering incidents into the reporting system. An updated checklist will be developed to assist staff in verifying that all required information has been accurately submitted before finalizing an entry. Supervisors will be responsible for reviewing and approving incident reports to ensure completeness and accuracy before submission. Completion within 1 week. Reporting in CHRIS: To further ensure the accuracy and completeness of reporting, two designated staff members will be assigned joint responsibility, which will include a dual sign-off process. This will be included on the checklist. Completion within 1 week. Moving forward, the Chief Administrative Officer will conduct monthly compliance reviews over the next six months to assess the effectiveness of the corrective measures. OHR/OLR) Accepted 04/14/2025	

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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.

Andrea Milhouse, Human Rights	(Signature of Organization Representative)	Date

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