DEPARTMENT OF BEHAVIORAL HEALTH AND DEVELOPMENTAL SERVICES
CORRECTIVE ACTION PLAN

License #: **4430-14-008**
Organization Name: **Assuage Solutions LLC**

Date of Inspection: **11-11-2025**
Program Type/Facility Name: **14-008 Vick Residential**

Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
12VAC35-105-150. (4) - The provider including its employees, contractors, students, and volunteers shall comply with: 4. Section 37.2-400 of the Code of Virginia and related human rights regulations adopted by the state board;	N	Vick Residential This regulation was NOT MET as evidenced by: See OHR citations below.		

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Date of Inspection: **11-11-2025**
Program Type/Facility Name: **14-008 Vick Residential**

Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
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 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;	N	Vick Residential This regulation was NOT MET as evidenced by: Upon review CHRIS entry **A-20250003** the provider's entered incidents in the CHRIS system under allegations of abuse 9.27.2025 The final report was due on October 13.2025. Provider was contacted on 10.15.2025 and 10.17.2025 and informed that the final report was due or currently past due. As of October 20.2025, the findings of the incident have not been complete per regulations.	PR) 01/09/2026 Assuage Solutions failed to updated finial findings of a CHRIS report timely which is still not completed. Assuage Solutions was warned by HRA and still failed to complete the final findings. Going forward to systematic changes consist of Assuage Solutions completed final findings within 12 hours of discovery. Assuage Solutions will monitor effectiveness quarterly to ensure compliance. The program director will be responsible for this task. OHR/OLR) Accepted 01/14/2026	01/09/2026 00:00:00

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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.

Latoya Wilborne, Human Rights	(Signature of Organization Representative)	Date

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