

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

Page: 1 of 3

License #: **5234-14-060**

Organization Name: **Hallmark Youth Care - Richmond, LLC**

Date of Inspection: **10-11-2022**

Program Type/Facility Name: **14-060 Hallmark Youthcare**

<u>Standard(s) Cited</u>	<u>Comp</u>	<u>Description of Noncompliance</u>	<u>Actions to be Taken</u>	<u>Planned Comp. Date</u>
12VAC35-46-300. A. - Separate up-to-date written or automated personnel records shall be maintained for each employee, student/intern, volunteer, and contractual service provider for whom background investigations are required by Virginia statute. Content of personnel records of volunteers, students/interns, and contractual service providers may be limited to documentation of compliance with requirements of Virginia laws regarding child protective services and criminal history background investigations.	N	Hallmark Youthcare This regulation was NOT MET as evidenced by: In review of the personnel record for Employee #1, there is no documented evidence a central registry search was completed.	PR) 11/18/2022 Termination of Human Resource Director and Generalist when it became evident that employee files were not being maintained according to regulations and Hallmark procedures. Confidential folder is now in the personnel file. Letters are now in the employee file. Human Resources implemented a system that reviewed older employee charts and developed an audit check list to ensure all required documents are included. OLR) Partially Accepted 11/28/2022 Please remove language referencing termination of staff. Provider can use language indicating that Human Resource policies were followed. PR) 12/02/2022 During a review of the employee files it became evident the employee files were not being maintained according to regulations and Hallmark procedures. Confidential folder is now in the personnel file. Letters are now in the employee file. Human Resources implemented a system that reviewed older employee charts and developed an audit check list to ensure all required documents are included. OLR) Partially Accepted 12/12/2022 Please remove termination language. PR) 01/23/2023	12/31/2022

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

Page: 2 of 3

License #: **5234-14-060**

Organization Name: **Hallmark Youth Care - Richmond, LLC**

Date of Inspection: **10-11-2022**

Program Type/Facility Name: **14-060 Hallmark Youthcare**

<u>Standard(s) Cited</u>	<u>Comp</u>	<u>Description of Noncompliance</u>	<u>Actions to be Taken</u>	<u>Planned Comp. Date</u>
			Name removed OLR) Accepted 02/06/2023	
12VAC35-46-300. B. (7) - The records of each employee shall include: 7. Documentation of compliance with requirements of Virginia laws regarding child protective services and criminal history background investigations;	N	Hallmark Youthcare This regulation was NOT MET as evidenced by: In review of the personnel record for Employee #1, there is no documented evidence a central registry search was completed.	PR) 11/18/2022 Termination of Human Resource Director and Generalist when it became evident that employee files were not being maintained according to regulations and Hallmark procedures. Confidential folder is now in the personnel file. Letters are now in the employee file. Human Resources implemented a system that reviewed older employee charts and developed an audit check list to ensure all required documents are included. OLR) Partially Accepted 11/28/2022 Please remove language referencing termination of staff. Provider can use language indicating that Human Resource policies were followed. PR) 12/02/2022 During a review of the files it became evident the employee files were not being maintained according to regulations and Hallmark procedures. Confidential folder is now in the personnel file. Letters are now in the employee file. Human Resources implemented a system that reviewed older employee charts and developed an audit check list to ensure all required documents are included. OLR) Partially Accepted 12/12/2022 Please remove termination language.	12/31/2022

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

Page: 3 of 3

License #: **5234-14-060**

Organization Name: **Hallmark Youth Care - Richmond, LLC**

Date of Inspection: **10-11-2022**

Program Type/Facility Name: **14-060 Hallmark Youthcare**

<u>Standard(s) Cited</u>	<u>Comp</u>	<u>Description of Noncompliance</u>	<u>Actions to be Taken</u>	<u>Planned Comp. Date</u>
			PR) 01/23/2023 Name removed OLR) Accepted 02/06/2023	

General Comments / Recommendations:

1. It is recommended that the provider implements a system of follow up with VDSS for central registry searches that they do not receive a response on after 14-21 days.

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.

Melonie Beatty, Licensing Specialist

(Signature of Organization Representative)

Date

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