

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

Page: 1 of 3

License #: **5649-14-009**

Organization Name: **Trinity Residential Services, LLC**

Date of Inspection: **01-28-2026**

Program Type/Facility Name: **14-009 Trinity Residential Services, 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	Trinity Residential Services, LLC This regulation was NOT MET as evidenced by: See OHR citation.		3/20/2026
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	Trinity Residential Services, LLC This regulation was NOT MET as evidenced by: Employee #1 became aware of the allegation on 12/15/2025. Employee #1 was instructed to enter the allegation in the department's web-based reporting application by the OHR Advocate. Employee #1 failed to report the allegation to the department via the department's web-based reporting application within 24 hours of receipt.	PR) 02/24/2026 Employee #1 became aware of the allegation on 12/15/2025. Upon notification, Employee #1 was instructed by the OHR Advocate to enter the allegation into the department's web-based reporting application. However, Employee #1 failed to submit the report within the required 24-hour timeframe following receipt of the allegation, resulting in noncompliance with reporting requirements. Corrective Action: Employee #1 will complete mandatory Human Resources (HR) training, including CHRIS (Client Human Rights Information System) Training, to ensure a full understanding of abuse, neglect, and exploitation reporting requirements, timelines, and procedures. Documentation of completed training will be maintained in Employee #1's personnel file.	3/20/2026

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

Page: 2 of 3

License #: **5649-14-009**

Organization Name: **Trinity Residential Services, LLC**

Date of Inspection: **01-28-2026**

Program Type/Facility Name: **14-009 Trinity Residential Services, 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>
12VAC35-115-175).			Preventive Measures: Supervisory staff will reinforce mandatory reporting expectations during routine staff meetings and through ongoing supervision. Compliance with reporting timelines will be monitored by management. In addition, the Program Manager will also complete CHRIS and HR reporting training to ensure that more than one qualified staff member is authorized and capable of entering allegations into the reporting system, thereby reducing the risk of future reporting delays. OHR/OLR) Partially Accepted 04/21/2026 PR) 04/21/2026 Employee #1 became aware of the allegation on 12/15/2025. Upon notification, Employee #1 was instructed by the OHR Advocate to enter the allegation into the department's web-based reporting system. However, Employee #1 did not submit the report within the required 24-hour timeframe after receiving the allegation, resulting in noncompliance with reporting requirements. Corrective Action: Employee #1 will complete all mandatory Human Resources training, including CHRIS (Client Human Rights Information System) Training, to ensure a full understanding of abuse, neglect, and exploitation reporting requirements, timelines, and procedures. Documentation of completed training will be maintained in Employee #1's personnel file. Preventive Measures:	

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

Page: 3 of 3

License #: 5649-14-009

Organization Name: Trinity Residential Services, LLC

Date of Inspection: 01-28-2026

Program Type/Facility Name: 14-009 Trinity Residential Services, 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>
			Supervisory staff will reinforce mandatory reporting expectations during routine staff meetings and through ongoing supervision. Management will monitor compliance with required reporting timelines. In addition, the Program Manager will also complete CHRIS and HR reporting training so that more than one qualified staff member is authorized and capable of entering allegations into the reporting system, reducing the risk of future reporting delays. Status Update: OHR/OLR: Partially Accepted on 04/21/2026 Plan of Resolution Submitted: 02/24/2026 CHRIS Training Scheduled: 05/20/2026, 9:00 AM – 12:00 PM OHR/OLR) Accepted 04/30/2026	

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