DEPARTMENT OF BEHAVIORAL HEALTH AND DEVELOPMENTAL SERVICES
CORRECTIVE ACTION PLAN

License #: **6251-14-008**
Organization Name: **Teen Titans Youth Services LLC**

Date of Inspection: **03-10-2026**
Program Type/Facility Name: **14-008 Teen Titan Youth Home College Drive**

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	Teen Titan Youth Home College Drive This regulation was NOT MET as evidenced by: See OHR citations below.		
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	N	Teen Titan Youth Home College Drive This regulation was NOT MET as evidenced by: Employee #1 failed to provide results of investigation of abuse or neglect to human rights advocate via CHRIS within 10 working days from the date of the investigation.	PR) 05/27/2026 **Statement of Issue Leading to Non-Compliance** Teen Titans Youth Services acknowledges that the investigative report was not successfully submitted through the CHRIS reporting system within the required 10-working-day timeframe. The delay occurred due to ongoing technical difficulties experienced while attempting to utilize the CHRIS web-based reporting portal. Multiple attempts were made to complete and submit the report before the deadline; however, the system repeatedly failed to save entered information. When the page was refreshed, the entered data disappeared, requiring repeated re-entry of information. During the reporting period, Employee #1	6/15/2026

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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;			contacted technical support and communicated concerns regarding the CHRIS system difficulties to the Human Rights Specialist. Additional efforts were made to resolve the issue, including attending CHRIS portal training to ensure understanding of the reporting process. Ultimately, the report was successfully submitted after downloading and utilizing an alternative internet browser. Teen Titans Youth Services recognizes that despite technical difficulties, it remains the provider's responsibility to ensure timely submission and compliance with all DBHDS Human Rights reporting requirements. **Corrective Action Taken for This Specific Violation** The investigative report was completed and successfully submitted through the CHRIS reporting portal using an alternate web browser after troubleshooting efforts were completed. **Additional corrective actions taken include:** Staff submitting report attended additional CHRIS portal training to strengthen understanding of the reporting process. Technical support concerns were documented and communicated to appropriate support personnel. Internal discussions were conducted regarding earlier escalation of technical issues when barriers arise. Backup submission procedures and timelines were reviewed with administrative staff. **Systemic Plan of Action to Ensure Ongoing Compliance**	

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			Teen Titans Youth Services has implemented the following corrective measures to prevent recurrence of late CHRIS submissions: 1. Internal Reporting Timeline Established An internal deadline has been implemented requiring all CHRIS investigative reports to be completed and prepared no later than Day 7 of the investigative period to allow additional time for troubleshooting or corrections before the 10-day deadline. Implementation Date: Immediately 2. CHRIS Submission Tracking Log A Human Rights/CHRIS tracking log has been created to monitor: Incident date Investigation start date Due date for CHRIS submission Submission status Confirmation of successful upload Staff responsible This log will be reviewed weekly by administration. Implementation Date: Immediately 3. Backup Browser and Submission Procedure Teen Titans Youth Services will maintain multiple approved internet browsers on administrative computers to reduce technical compatibility issues with the CHRIS portal. If technical issues occur:	

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			Screenshots/documentation of errors will be maintained. Technical support will be contacted immediately. Supervisory staff will be notified the same day. Alternate devices or browsers will be utilized without delay. Implementation Date: Immediately 4. Staff Training and Refresher Education **Administrative and supervisory staff responsible for CHRIS reporting will receive refresher training on:** Human Rights reporting timelines, CHRIS submission requirements, documentation expectations, and escalation procedures for technical issues. Training documentation will be maintained in employee training files. **Planned Completion Date: June 15, 2026** 5. Supervisory Oversight The Program Director will review all open Human Rights investigations weekly to ensure: investigations are progressing timely, reports are being prepared, deadlines are monitored, and submissions are successfully completed. Monthly audits will additionally be conducted to ensure ongoing compliance. Implementation Date: Immediately	

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			Staff Responsible for Monitoring Compliance Program Director Administrative Staff responsible for CHRIS submissions OHR/OLR) Accepted 07/07/2026	

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.

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

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