

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

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License #: **641-14-001**

Organization Name: **United Methodist Family Services**

Date of Inspection: **08-12-2025**

Program Type/Facility Name: **14-001 United Methodist Family Services**

<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	United Methodist Family Services This regulation was NOT MET as evidenced by: See OHR citation.		

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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 12VAC35-115-175).	N	United Methodist Family Services Providers shall collect, maintain, and report the following information concerning abuse, neglect, and exploitation: 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. This regulation was NOT MET as evidenced by: Upon review of CHRIS entry, A-20250020, the provider became aware of the incident on 6/21/25, and the date of entry into CHRIS is 7/18/25. 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) 09/04/2025 UMFS submitted the report late as noted. Leadership staff took part in a training held on July 18 which included all of the Leadership team responsible for making CHRIS reports. Those staff members are: John Lyons, Brian Chizuk, Stephany Krone, Zoe Levinson, Carrie Barbagallo, and Dana Ray. The training walked through the CHRIS system, reporting timeframes, what to report and the importance of making reports on weekends and holidays. The training was saved in a shared folder for the staff to access should they have difficulty with the CHRIS system. Each weekend, administrative on call staff let QI/UM know they are on call. On call sends QI/UM text to alert of a possible CHRIS report without using names of any clients. This system will be monitored via quality improvement meetings held monthly with the leadership team and QI/UM. OHR/OLR) Accepted 09/22/2025	7/18/2025

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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				