

**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: **08-22-2025**

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.		10/1/2025
12VAC35-115-175. F. (3) - Additional requirements for complaints involving abuse, neglect, or exploitation: 3. The program director shall notify the department and authorized representative, if applicable, of an allegation of abuse or neglect within 24 hours of the receipt of the allegation.	N	United Methodist Family Services This regulation was NOT MET as evidenced by: During the Advocate's monitoring of the CHRIS report A-20250016, the provider failed to notify AR/SDM/LG. Based on the Advocate's review, there is a preponderance of evidence to support the violation.	PR) 10/02/2025 A system and letter have been created and used to inform LG and others of the investigation and its outcome. The letter is in use and is sent via email out to LG once investigation is done. The letter is attached. OHR/OLR) Accepted 10/03/2025	10/1/2025

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12VAC35-115-50. B. (2) - In receiving all services, each individual has the right to: 2. Be protected from harm including abuse, neglect, and exploitation.	N	United Methodist Family Services This regulation was NOT MET as evidenced by: Upon review of CHRIS entry A:20250016, the provider's investigation included staff admission, witness statement, and video footage which revealed: * Employee #1 offered Employee #2 a cookie. Employee #2 accepted the cookie and left it on the desk even when shift ended. * This situation is founded for neglect as food containing THC is not permitted in the program or on the campus per the provider's Human Resources Handbook. Based on the provider's investigative finding, there is a preponderance of evidence to support the provider's substantiated finding of neglect.	PR) 10/02/2025 Male staff has been terminated for violating agency policy and bringing THC edibles to campus. Female staff - has also been terminated for violating agency policy. Terminations occurred when the incident occurred. In a staff meeting, all staff were reminded of the drug and alcohol policy for the agency. OHR/OLR) Accepted 10/03/2025	10/1/2025

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